



Becoming Your Best Self

ITSC's Thrive Wellness program helps employees achieve success in every aspect of their lives.

February 2023

Wellness is undergoing an evolution

Once a rigid and narrow definition of physical fitness, wellness has shifted to encompass the state of the body and the state of mind.

February is Black History Month

This year's theme is *Black Resistance: A Journey to Equality*.

For generations, African Americans worked collectively to survive and thrive amid historical and ongoing oppression. Through education, religious institutions, businesses, the press, and organizations, Black people created ways to serve and strengthen their communities while establishing safe spaces.

Black resistance encompasses not only rebellions, protests, and uprisings — but also the beauty, love, and pride of joyous everyday living. Black joy lives in those who dare to love themselves, their families, and their communities. Black joy is the smiles and laughter of children, the courtships, love, marriage rituals, fellowships, foodways, and family pride.



February is relationship wellness month

The relationships that we have can have a significant impact on our well-being. Healthy relationships are vital because they will help us live healthy lives. While no relationship is perfect, some key characteristics should be at the foundation of our relationships.

Trust—Trust is an integral part of every relationship. Building trust requires that both parties share things about each other. Over time, trust can grow stronger and stronger.

Respect—Respect means accepting someone for who they are, even if they are different from you or you disagree with them. Respect doesn't always come naturally; it's something you learn and practice.



Honesty—Honesty is the foundation for trust and mutual respect. When you're honest, you're straightforward and say what you think and feel. It means you don't willfully omit or misdirect, and there is no manipulation.

Communication—Kind and clear communication is part of every healthy, long-lasting relationship. It doesn't mean you're conflict free, but the key is resolving differences through open communication.



CONGLOBAL
thrive

Mental Health Awareness Training

It's a new era for mental health at work.

It's impossible to talk about health and wellness without talking about mental health. But you might not realize that mental health is not about having or not having a mental illness.

Our well-being is affected by all aspects of our lives, and that affects how we experience life, work, and time with loved ones.

Often because of the misconceptions about mental health and mental fitness, people suffer in silence, and their conditions go untreated. Mental health awareness is a significant social movement to improve understanding and increase access to care.

We're excited to launch our first all-staff mental health training on February 21 from 12 to 1 pm, CT.

Registration is required.
The session will likely fill up,
so don't wait!



 SCAN ME

(CAN WE TALK?)

Navigating difficult conversations

Most people do their best to avoid conflict. Even if the situation is uncomfortable, it may seem like the path of least resistance is to wait out the discomfort.

Avoiding difficult conversations doesn't make them go away, and having them can substantially improve our work and home lives. Here are five steps you can take to make having difficult conversations easier.

Consider the situation from another perspective. A conversation is often difficult because we get hung up on our stance. When we have a fix in mind, we may not be open to hearing other solutions or points of view. It's OK to say, "I need a minute," so that you think before responding.

Focus on facts, not feelings. Try to separate what you know from what you think or feel. Then, consider the outcome you want. Be ready to compromise once you understand the other person's experience more deeply. Being flexible will help you see eye-to-eye quicker.

Work on your listening skills. Many of us listen to respond rather than listening to understand. Make a concerted effort not to think about your response while the other person is sharing.

Take care of yourself. Tough conversations can be emotionally draining. Taking care of yourself is crucial to keep a conversation from becoming a fight. Take stock of when you need a break. Take the time you need to have a respectful and intentional conversation.

Brainstorm solutions together. When addressing a complicated situation, the ultimate goal is finding a sense of understanding between two people. Even if you disagree, end the conversation when you both know you did your best to find a resolution.

Movement snacks

These bite-sized bursts of exercise throughout the day are just as effective as long strenuous workouts.

This 2023 fitness trend is worth keeping on your radar. Exercise snacking is a fancy way of prioritizing daily exercise by breaking up your workouts into increments throughout the day.

A movement snack session will improve your overall health and resilience, but just as importantly, it will make your brain run better.

It will get the BDNF flowing. (This is Brain-Derived Neurotrophic Factor, often described as "Miracle-Grow for the brain.")

A movement snack will sharpen your stress response, improving the health of your autonomic nervous system and, in turn, revitalizing your cognition and your metabolism.



So, how many snacks do you need? And what activities count?

Aim for 30 minutes five days a week; anything that gets your heart rate up counts!



Ladies, take your health to heart.

Heart disease kills approximately one woman every minute.

Heart disease is the number one killer of women in the US. But there are ways to prevent and reduce your risk for this disease. Here are some heart-healthy suggestions to get you started.

- Work with your doctor and get regular check-ups even if you feel healthy.
- Monitor your blood pressure, even if you have no symptoms.
- Get your cholesterol checked and get the recommended follow-up tests.
- Eat a healthy diet, including fruits, vegetables, whole grains, dairy, poultry, and fish. Avoid non-tropical vegetable oils.
- Maintain a healthy weight and keep your body mass index in check.
- Exercise regularly, including moderate-intensity activities for 30 minutes, five days a week.
- Don't smoke because cigarette smoking increases your risk for cardiovascular disease.
- If you drink, limit alcohol use because it increases your blood pressure.
- Monitor your blood sugar and follow treatment if you have diabetes.

For more information, visit www.goredforwomen.org.





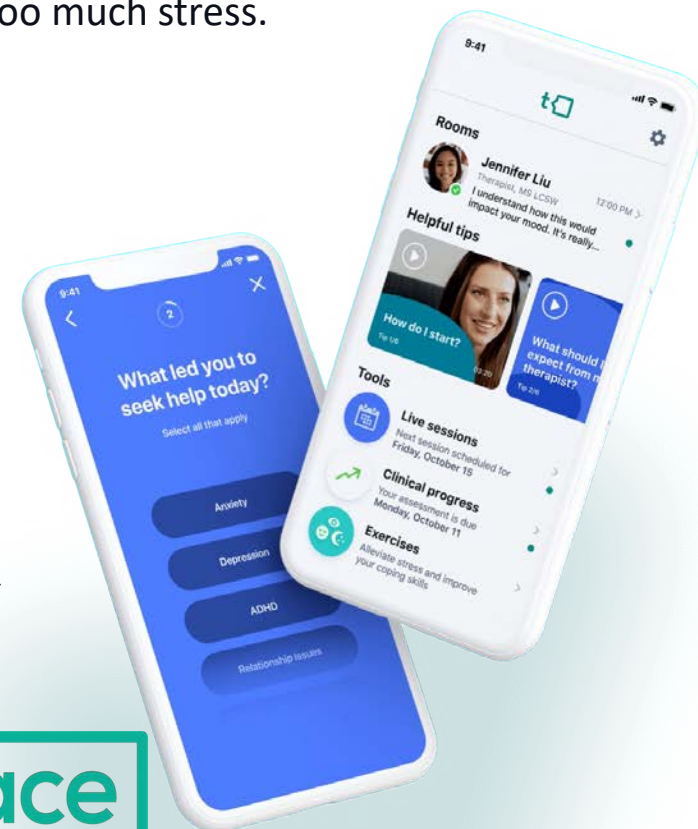
The difference between stress & burnout

Burnout may result from unrelenting stress, but it isn't the same as too much stress.

Stress involves *too much*: too many pressures that demand too much of you physically and mentally.

Burnout, on the other hand, is about *not enough*. Being burned out means feeling empty and mentally exhausted, devoid of motivation, and beyond caring.

Stress	Burnout
Characterized by over-engagement.	Characterized by disengagement.
Emotions are overreactive.	Emotions are blunted.
Produces urgency and hyperactivity.	Produces helplessness and hopelessness.
Loss of energy.	Loss of motivation, ideals, and hope.
Leads to anxiety disorders.	Leads to detachment and depression.
Primary damage is physical.	Primary damage is emotional.
May kill you prematurely.	May make life seem not worth living.



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Visit [talkspace.com/covered](https://www.talkspace.com/covered)
Complete our Quick Match survey
Review your best matches and choose your therapist.



Principal now offers 1:1 tailored financial advice

Reach your financial goals no matter where you're at in your financial journey

Real wellness isn't just an insta-friendly slogan. At its core, it's an ongoing commitment to a better quality of life—the practice of treating your mind and body with care. What often is missed is financial wellness or the idea that you know what you have, know where you're headed (and take steps to get there), and feel good about it.

If financial wellness feels like a big, slightly complicated concept, never fear we have a solution. No matter how much money you have (or if you're just starting out) everyone can take control of their finances.

Principal is offering our company FREE, one-on-one financial education and resources that will help you get started, learn how to budget, reduce debt, plan for retirement, build wealth, and risk plan for your family, finances and the future.



Get started today



- > Meet with a Principal Retire SecureSM professional.
- > Schedule your virtual meeting at principal.com/Virtual1on1.



When to go to the ER, Urgent Care, or your doctor

TELEHEALTH	DOCTOR'S VISIT	URGENT CARE	HOSPITAL ER	FREESTANDING ER
<p>Your Cost: \$0 Copay</p> <p>MDLive is an excellent, no-cost resource when you or a family member have a health concern.</p> <p>MDLIVE helps with</p> <ul style="list-style-type: none">• Allergies• Ear problems• Flu• Fever• Pink eye and more	<p>Your Cost: \$15-35, or 20% after deduction</p> <p>Your primary doctor is low-cost non-urgent care for illnesses and injuries, vaccinations, exams, screenings, or specialist referrals.</p> <ul style="list-style-type: none">• Generally, the best place to go for non-emergency care• Establish medical history for future care	<p>Your Cost: \$35, or 20% after deduction</p> <p>Urgent care is moderately priced care for illnesses and injuries that are not-life-threatening.</p> <ul style="list-style-type: none">• Urgent care has extended hours (nights, weekends, and holidays)• It can be used when your doctor's office is closed• Many have online or phone check-in	<p>Your Cost: \$400, or 20% after deduction</p> <p>Hospital emergency rooms are fairly expensive and should be used for serious or life-threatening emergencies.</p> <ul style="list-style-type: none">• Open 24/7• Long wait times• Expect multiple bills for services (doctor, facility, and specialists)	<p>Your Cost: \$400, or 20% after deduction</p> <p>Freestanding emergency rooms are the most expensive option, and you could be transferred to a hospital.</p> <ul style="list-style-type: none">• Open 24/7• Services don't include trauma care• Many are out-of-network and charge more than your health plan's fees• Charges extra facility and lab fees

*Costs shown are for in-network services.



Know where to go for care.

It's important that you know where to go for medical care when you need it. There are some big differences between visits to your primary care provider and visits to the emergency room, such as cost, time spent waiting for care, and follow up.

Medical, mycigna.com
Group # 3343748
800-244-6224

Cigna Personalized support
Email: its_talktocigna@cigna.com

Prescription Drugs, caremark.com
RxGRP: RX21AV
844-203-6363
800-237-2767 (Specialty Rx)

Telehealth MDLIVE 24/7,
mycigna.com
888-726-3171

Omada, omadahealth.com/itsc
888-409-8687

Dental, DeltaDentalLL.com
Group # 20497
800-323-1743

Vision, eyemed.com
Group # 1022502
866-939-3633

Flexible Spending Accounts,
hrsimplified.com
888-318-7472

Employee Assistance Program,
mycigna.com
877-622-4327

Voluntary Plans, voya.com
Group# 726940
800-955-7736

Life & AD&D, voya.com
Group # 726940
800-955-7736

Disability, voya.com
Group # 726940
800-955-7736

STD & FMLA,
voya.absenceresources.com
844-206-4102

401(k), principal.com
Plan # 820829
800-547-7754

Pet Insurance,
petinsurance.com/its
877-738-7874

