

DU WELLBEING RESOURCES AND SUPPORT SERVICES

Employee Assistance Program – Free Counseling Sessions

DU has partnered with SupportLinc to offer counseling sessions in person, via phone, tele-therapy, or text therapy. All DU benefited faculty and staff are eligible for **six (6) free counseling sessions per issue per year**. SupportLinc offers bilingual, confidential, and professional support resources at no cost to you or your family. Concerns addressed may include personal stress, anxiety, depression, marriage and relationship conflict resolution, grief and loss, substance abuse, anger management, work-related pressures, and adjusting to new challenges or changes. SupportLinc also provides expert referrals for legal assistance, financial assistance and everyday family issues such as dependent care, auto repair, pet care and home improvement.

Call the number: Call 1-888-881-LINC (5462)

- **Call 1-888-881-LINC (5462)**
- You will immediately be connected 24/7 to a Case Manager who will walk you through your options. They can then pair you with a Clinician that fits your needs.

Visit the website: <https://www.supportlinc.com/>

- **Username: universityofdenver**
- No Password Needed

Read more about SupportLinc's services [here \(Spanish\)](#)

Website Information: <https://www.du.edu/wellness/resources/index.html>

Kaiser Permanente's Behavioral Health Services

This information is applicable to Kaiser Permanente Members only. For information on Kaiser Permanente's Behavioral Health Services, please click [here](#), or call the numbers below:

- Denver/Boulder: Kaiser Permanente Behavioral Health Access Call Center – 303-471-7700, (TTY 711)
- Northern Colorado: Kaiser Permanente Behavioral Health – 1-866-359-8299, 970-207-7177, (TTY 711)
- Mountain or Southern Colorado: Beacon Health Options – 1-866-702-9026 (TTY 1-866-835-2755)
- In addition, you may contact Kaiser Permanente Member Services at 303-338-3800 to connect with your personal physician.

[Please do not hesitate to reach out if we can be of further assistance.](#)

Guided Meditation Sessions

Join DU's Mindfulness Instructor Kara Traikoff weekly to begin your reflective journey. All sessions are virtual and **FREE** to **ALL** DU employees!

Guided Meditation – 20 Minute Class Tuesdays and Thursdays Every Week!

11:15am -11:45am

- 20-minute guided mindfulness meditation practice, followed by questions and open conversation.
- Register in advance for this meeting:
<https://udenver.zoom.us/meeting/register/tJYsdeyggz8sG9VFxYC0ShjzxoSmULNAxCI>

Mindful Movement & Meditation Wednesdays Every Week!

12:00pm – 1:00pm

- 30-minute mindful movement practice (walking meditation and gentle stretching), 20-minute guided meditation, followed by questions and open conversation.
- Register in advance for this meeting:
<https://udenver.zoom.us/meeting/register/tZArc-igqjkiH9WiRguMGhPvknGdvhIRIKm>

About the Facilitator:

Kara Traikoff has been a part of the DU community for over 10 years. She is an experienced facilitator with a background in higher education, experiential learning, and mindfulness. Kara is a mindfulness instructor and coach trained through the Center for Mindfulness at UMASS Medical School and the Mindfulness Center at Brown University. She teaches from the heart of her dedicated personal practice and is passionate about encouraging others to experience and live the fullest life possible.

Well@Du Website: <https://www.du.edu/wellness/move/index.html>

Bright Horizons – Back-up Child and Elder Care

We recognize the stresses that come with making child or elder care arrangements when plans are disrupted unexpectedly. To help you manage these challenges, we now offer Bright Horizons Back-up Care™. This program provides up to **3 days of back-up care at subsidized rates**. Employees have access to high-quality temporary center-based and in-home credentialed agencies and trained caregivers.

As a benefited DU Employee you have access up to 3 days of back-up care annually at subsidized rates.

- Child care in a center is \$20 per child/day or \$35 per family/day.
- In-home care is \$8 per hour (4 hour min.) for children, adults, and elders.
- *October 2020 there will be a \$0 co-pay promotion.

For information regarding Bright Horizons Policies and Procedures around COVID-19, please visit <https://www.brighthorizons.com/covid19>.

STEP 1: REGISTER FOR BACK-UP CARE

Online

Visit <https://clients.brighthorizons.com/DU>

1. Select "Use It" under Reserve Back-Up Care.
2. Click the "FirstTime User" button.
3. Enter your employer credentials:
Employer Username: DU
Employer Password: Benefits4You
4. You'll receive a confirmation email with a link to create a personalized username and password.
5. Log in to your account with your new credentials.

Note: If your benefit eligibility cannot be confirmed, you can still register by calling 877-BH-CARES and your personal username and password will be delayed until confirmation is received from your employer.

By Phone

Contact centers are experiencing high call volumes at this time due to COVID-19. We appreciate your patience.

1. **Call 1-877-BH-CARES (242-2737)** to speak with a care consultant 24/7.
2. You'll receive a confirmation email with a link to create a personalized username and password.
3. Log in to your account with your new credentials.

STEP 2: COMPLETE YOUR CARE PROFILE

1. On the home page, click on the blue "Create Your Care Profile" button and follow these steps:
2. Fill Out Your Employee Profile: Provide your relevant contact and employment information.
3. Add Care Recipients: Enter your relationship, care location(s), and health information, and download/complete any required care forms.

4. Enable Authorized Contacts: Add any adults (e.g., spouse/partner, grandparent, or friend) as an emergency contact and/or authorized to pick up care recipients.
5. Enter Care Locations: Let us know where you will typically need care.

STEP 3: RESERVE BACK-UP CARE

Reservations for back-up care can be made:

1. Online: Visit <https://clients.brighthorizons.com/DU>. Once you have completed your care profile, visit the homepage and click on the blue "Make My First Reservation" button.
2. By Phone: Call 877-BH-CARES (242-2737) to speak with a care consultant 24/7.
3. Via Mobile App: If you're fully registered and have used care once before, search "Back-Up Care" in the App Store or Google Play and download the app to reserve care on the go.

Once care is reserved, you will receive a confirmation email. You may also indicate in your care profile that you'd like to receive care confirmations via phone.

FAQs and More Information

Well@Du Website: <https://www.du.edu/wellness/familyresources/index.html>

[Back-up Care FAQs](#)

[Additional Family Care and Support FAQs](#)

MilkStork

Travel solution for breastfeeding moms, Milk Stork is the first and only breast milk delivery service for business traveling moms, providing no-fuss, refrigerated, express shipping or easy toting of breast milk home to baby. Provided to DU Employees at no cost.

Website

www.milkstork.com/du.edu

How It Works

Please see the MilkStork [FLYER](#) for more information.

1. Pump according to your regular nursing schedule and refrigerate your milk
2. Pack. Activate the cooling unit in your Milk Stork cooler (instructions included). Then, pack your refrigerated breast milk
3. Ship. Schedule a FedEx pickup on your own, or ask your hotel to help. Your breast milk will be overnighted home*
4. Tote. Carry your cooler of milk home with you in the reusable tote provided**

Customer Service Information:

Email: info@milkstork.com

Phone: 1-888-207-6909

Well@Du Website: <https://www.du.edu/wellness/familyresources/index.html>

Fridge Check-Out System

We provide mini fridges for your office or desk at no cost during the transition back to work.

How It Works

1. Email well@du.edu with your contact information, office number or location, and fridge size preference ([pictured in the flyer](#)) so that arrangements can be made in obtaining a fridge.
2. There is no time limit on the fridges return, as every mother's needs are different. Similar to a library check-out, simply return the fridge when it is no longer needed. Once you are finished, email well@du.edu to coordinate the fridge pick-up.

Well@Du Website: <https://www.du.edu/wellness/familyresources/index.html>

Lactation Room Access

Designated Lactation Rooms are available throughout campus. For information or access to the interactive map with detailed room information, please email well@du.edu.

Well@Du Website: <https://www.du.edu/wellness/familyresources/index.html>

Wellness Incentive Program

To support you and your family in caring for your health and wellbeing, we offer a significant premium credit for individuals who complete the Well-being Incentive Program. Your participation in this program is strictly voluntary.

To earn the premium credit for the 2021-2022 benefit plan year, you must accumulate 5,000 points in the Aduro portal by May 15, 2021. If your spouse/partner is covered under your plan, you must both accumulate 5,000 points.

Register or log in to the Aduro Portal at: du.mywellmetrics.com. You will need to use your du.edu email address and DU ID to activate or log in to your account. Your spouse/partner must use your DU ID with an S at the end (for example: 87xxxxxxS) and any email address.

Well@Du Website Information: <https://www.du.edu/wellness/incentive/index.html>

Questions: Email well@du.edu