



SHADY SIDE ACADEMY

COVID-19 RESOURCE GUIDE



LIVE WELL, WORK WELL

MENTAL HEALTH & WELL-BEING

ADJUSTING TO THE NEW NORMAL

There's no denying that the COVID-19 (coronavirus) pandemic has rapidly and abruptly changed how we live, work and play. As the threat of the coronavirus shifts, all of us are navigating a new normal including keeping up with the ever-changing guidance around social distancing and mask wearing.

During this time, you may experience a range of emotions. It's important to know that it's completely normal to feel uneasy and confused as you figure out what your new normal looks like. You are not alone in this challenge as millions across the world are weathering the same storm of the coronavirus pandemic.

Consider these coping methods when adjusting to your new normal:

- **Focus on what you can control:** Focusing on the things you can't control, like the course of the pandemic and actions of others, will only fuel frustration and stress. Instead, focus on things that you do have control over, such as washing your hands, wearing a mask and practicing social distancing.
- **Adjust expectations:** It's important to approach your new normal with flexible expectations. Just as coronavirus guidance is ever-evolving, your expectations should shift and match reality. Resilient people continually reevaluate and focus on new goals.
- **Be kind:** Inside and out of the home, be accepting and polite to others as everyone may be feeling stressed during the pandemic. Collaboration (e.g., problem-solving or sharing), compassion, cheering people on and learning from this overall experience will help you connect with others.
- **Find a routine:** As the pandemic seems unpredictable, setting a routine for yourself can help you stay productive and active. Don't forget to take care of yourself and schedule time for physical and emotional health, social connection and stress relief.

- **Set boundaries:** Not everyone is navigating the pandemic the same way and may have different viewpoints on measures like mask wearing and social distancing. Respectfully set your boundaries with family, friends and co-workers. Once again, just focus on what you can control in your life.

The COVID-19 pandemic has disrupted daily life and caused stress and anxiety for many. If left unchecked, these feelings can have negative effects on your mental well-being. Take steps today to keep your stress and anxiety under control.

COMMON ANXIETY SIGNS & SYMPTOMS

- Feeling Nervous, Restless or Tense
- Having A Sense of Impending Danger, Panic or Doom
- Having an Increased Heart Rate
- Breathing Rapidly (Hyperventilation)
- Sweating or Trembling
- Feeling Weak or Tired
- Trouble Concentrating
- Having Trouble Sleeping
- Experiencing Gastrointestinal (Gi) Problems
- Having Difficulty Controlling Worry
- Having the urge to avoid things that trigger anxiety



MEDITATION AND MENTAL HEALTH DURING THE COVID-19 PANDEMIC

The coronavirus pandemic has changed what a normal day looks like for many across the country. And the pandemic has also increased the stress of many Americans.

Prioritizing mental health and well-being in the face of a pandemic, which has caused many to lose their jobs or work from home, is something that every single person should be doing, but it often falls by the wayside. Maintaining your mental health during these uncertain times can be challenging, especially if you're not sure how to get started. That's where meditation can help. There are many different types of meditation to try, and you can see its positive effects after a few minutes.

WHAT IS MEDITATION

Meditation is an activity that can calm your mind and keep you focused on the present. In a meditative state, you can clear your mind of cluttered thoughts and memories. Studies even show meditation is effective in controlling anxiety, enhancing the immune system and reducing conditions such as high blood pressure, substance abuse and chronic pain.

There are numerous kinds of meditative techniques, but concentrative, mindful and transcendental are the most common.

- During **concentrative meditation** you focus your attention on a single sound, object or breathing pattern to bring about a calm, tranquil mind.
- During **mindful meditation**, you keep your mind aware, but you do not react to sensations, feelings or images going on around you.
- During **transcendental meditation**, you put your body at full rest but keep your mind fully alert, bringing about a deep state of relaxation.

HOW TO PRACTICE MEDITATION

There are countless ways that you can practice meditation. And, during the coronavirus pandemic, many meditation apps are offering discounted or free memberships to help you lower your stress during these uncertain times.

Mastering meditation takes practice but getting started is easy and takes just minutes of your time. Try these two quick mindful meditation techniques next time you're feeling stressed.

- **One-minute relaxation breathing**—Close your eyes and take a deep breath in for a count of four, and then exhale for a count of eight. Repeat five times.
- **Five-minute body scan meditation**—Sit or lay down in a comfortable position and take a few moments to find a calm, steady breath. Bring your awareness to sensations in your body, where you will spend several slow breaths on each focal point beginning with the left toes and all the way through the left hip. Repeat on the right side. From there, follow the same process through your torso, arms and up through your head.

GET STARTED TODAY!

Meditation can help you lower your stress, which is essential for maintaining your mental health during the coronavirus pandemic.



SUBSTANCE ABUSE AND THE COVID-19 PANDEMIC

Since the onset of the COVID-19 pandemic, public health officials have cautioned the public about the potential negative mental health effects caused by these uncertain times.

Even though staying at home, self-quarantining or isolating when necessary, and social distancing are necessary for preventing the spread of COVID-19, these actions can increase mental health stress and conditions. Other pandemic-related stressors, such as financial strain, job loss and caregiving responsibilities, can also lead to poor mental health.

For those with substance abuse disorders or mental health conditions, these uncertain times can exacerbate a condition or cause a relapse.

STAGGERING STATISTICS:

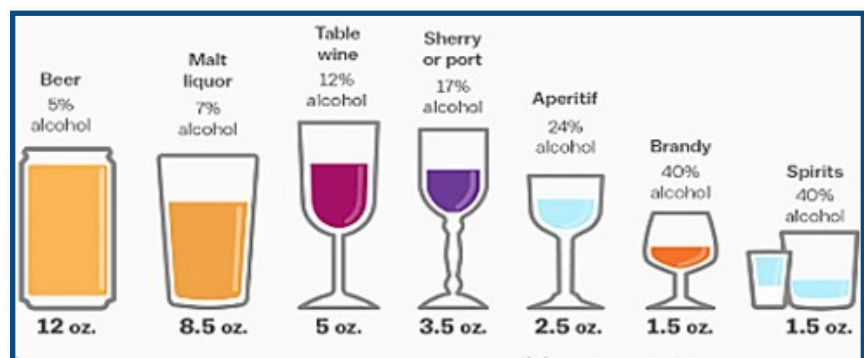
As the pandemic continues, worrying statistics about the pandemic's effects on substance abuse and mental health are emerging:

- According to the Centers for Disease Control and Prevention, 40% of U.S. adults reported struggling with mental health or substance abuse during late June 2020.
- Millennium Health, a national lab service, analyzed 500,000 urine drug tests from mid-March through May of this year and found:
 - A 32% increase for nonprescribed fentanyl
 - A 20% increase for methamphetamine
 - A 10% increase in tests for cocaine
- Nielsen found that alcohol sales have grown by 27% since March 7, 2020.
- The University of Baltimore's national tracking system saw an 18% increase in suspected drug overdoses from mid-March through May of this year.
- The National Institute of Environmental Health Sciences reported a 1000% increase in emotional distress reported to emergency hotlines during the pandemic.
- According to the American Medical Association, more than 35 states have reported increases in opioid-related deaths so far in 2020.

People from all over the country are struggling to cope with these uncertain times. If you are having a tough time, you are not alone. The pandemic will likely continue for the foreseeable future, making it important to prioritize your mental health and the mental health of your loved ones.

WHAT ONE DRINK LOOKS LIKE:

General recommendations currently report that the average US adult can safely consume about 100 g of alcohol per week. This translates to about **one standard drink a day for women** and up to **two drinks per day for men**.



SELECTING A MENTAL HEALTH PROFESSIONAL

For the many Americans that seek help from mental health professionals, selecting a provider is an important decision that should be made carefully. Credentials, competence and your comfort level with the provider are worth considering.

PSYCHIATRISTS

Have medical degrees, can prescribe medication and have completed three years of residency training (beyond medical school) in mental health care.

PSYCHOLOGISTS

Have a doctorate in psychology and, generally, complete one or two years of internship prior to licensure.

PROFESSIONAL COUNSELORS

Have a minimum of a master's degree in a mental health discipline, and at least two years of post-graduate supervised experience.

MARRIAGE AND FAMILY THERAPISTS

Typically have a master's degree or doctorate in marriage and family therapy, and at least one year of supervised practice.

SOCIAL WORKERS

Have a minimum of a master's degree in social work and at least two years of post-graduate supervised experience.

WHO IS THE BEST FIT

Finding the right mental health professional requires a bit of work. If you are depressed or have another serious mental illness, it can be difficult to do that work on your own. If you are in this situation, ask family, friends or your primary physician for assistance. You can also reach out to your medical carrier and our EAP provider, LifeSolutions, a sister company of UPMC Health Plan. More information about Life Solutions can be found on the next page.

You should also consider what is important to you in a provider like age, race, gender, religion and cultural background. It is not wrong to rule out certain providers because they don't meet the criteria; you will be establishing a long-term relationship with this person, and you need to feel as comfortable with him or her as possible.

QUESTIONS TO ASK:

- What types of treatment do you provide?
- What is your training or experience with my problem area?
- How will we determine treatment goals?
- How will we measure my progress?
- What do you expect from me?
- What are your office hours?
- How do you handle emergencies?
- Do you charge for missed appointments?

IF YOU ARE ENROLLED IN SHADY SIDE ACADEMY'S MEDICAL PLAN THROUGH UPMC HEALTH PLAN AND WOULD LIKE TO TALK WITH A MENTAL HEALTH PROVIDER, A UPMC HEALTH CONCIERGE CAN HELP CONNECT YOU.

Call 1-844-220-4785 (TTY: 711)

Monday through Friday from 7 a.m. to 7 p.m. Saturday from 8 a.m. to 3 p.m.

Login into **MyHealth Online** and establishing a chat with a Health Care Concierge

LIFE SOLUTIONS: EAP PROGRAM BROUGHT TO YOU BY UPMC HEALTH PLAN

It's time for a little more peace of mind. Sometimes, life gets messy. That's when you need Life Solutions EAP. This NO-COST program is a confidential employee assistance program for you and members of your household.

LIFE SOLUTIONS SERVICES INCLUDE:

- Coaching and counseling: confidential sessions - in person, by telephone or via video counseling.
- Referrals for childcare and elder care.
- Help with daily living issues.
- Access to Beating the Blues US™, an online program to help manage stress and anxiety.
- 24/7 phone support if you need immediate help.

Referrals for Legal and Financial Services

- A free 30-minute legal consultation and up to a 25% reduction in legal services after the consultation.
- A free 30-minute consultation with a financial professional.

Access to Life Solutions Work-Life portal featuring:*

- Skill builder courses and monthly webinars.
- Download-able legal forms, such as wills and powers of attorney.
- Financial calculators to help you create a budget.
- A savings center with 25-percent discounts on name brands.
- Resilience Journey — A resource to help you bounce back.

Life Solutions has resources in place to help you feel better during this difficult time.

- Receive up to 6 sessions per issue.
- Call 1-844-833-0527 or
- Visit lifesolutionsforyou.com and log in with our company code: business.

workpartners 

TIPS FOR FOCUSING AT WORK



- Familiarize yourself with your company's new procedures and protocols
- Create a checklist to make sure you have all the supplies you need
- Allow yourself extra time
- Practice meditation or mindfulness exercises
- Take it one step and one day at a time.

HEALTH & WELLNESS RESOURCES

The impact of COVID-19 has presented many challenges within our daily lives. Among them are finding ways to keep active, eating healthy and managing the stressors or anxiety our current situation brings.

The following pages hold many resources that we hope you will find helpful in improving or managing your well-being while social distancing at home.



FITNESS RESOURCES:

GUIDELINES AND RECOMMENDATIONS

Physical Activity for Everyone

https://www.cdc.gov/physicalactivity/basics/index.htm?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fphysicalactivity%2Feveryone%2Fguidelines%2Findex.html

Add exercise to your life with physical activity guidelines for children, adults, and seniors.

Exercise and Physical Fitness

<https://medlineplus.gov/exerciseandphysicalfitness.html>

Get the basics, health check tools, tutorials, the latest news, and more.

Exercise for Older Adults

<https://www.nia.nih.gov/health>

Put safety first as you begin an exercise routine. Find out how to do strength, balance, stretching, and endurance exercises.

WORKOUT VIDEOS

While taking walks outside is a great way to exercise, there are many resources to utilize at home so you can maintain your energy levels and keep healthy during this time. These workouts require little to no equipment and are taught by certified fitness instructors who know their stuff! Best of all – they are free!

Fitness Blender

<https://www.fitnessblender.com/videos>

Fitness Blender offers a huge selection of full-length video workouts of all different types. Here you will find fat-burning workouts, kickboxing routines, total body strength training, workouts for boosting metabolism, stretching sequences, and more!

Sweaty Betty

<https://www.sweatybetty.com/us/workout-videos.html>

Sweaty Betty's workouts range from yoga to HIIT. Explore the video library to find a class to suit your time frame and fitness level. No matter whether you have experience doing fitness classes or are a complete beginner, Sweaty Betty has something that will get you working at an appropriate level.

MakeYour Body Work

<https://makeyourbodywork.com/best-online-workout-videos/>

Each of these workouts will challenge your entire body and will include elements of cardio, strength, and core conditioning. The uniqueness of these workouts are the difficulty levels that provide up to four distinct options for every single move. This makes each workout very accessible for newbies, yet challenging for super-fit users.

Jessica Smith TV

https://www.youtube.com/channel/UCB7wvqp4HUBe5TD10jlgxDg?sub_confirmation=1

Jessica Smith TV shares a unique collection of videos with 7-minute, 10-minute and 30-minute workouts. She offers a really great variety of workout styles -- some focus on fat burning, others on cardio conditioning, workouts for beginners, kickboxing workouts and more.

Do Yoga with Me

<https://www.doyogawithme.com/yoga-classes>

Many of the classes on Do Yoga with Me are filmed outdoors in beautiful British Columbia, Canada. The level of instruction is top-notch and there are videos that focus on pretty much every part of the body (e.g. hips, hamstrings, back, etc.), so you can target the area that you need to work on most.

Yoga with Adriene

<https://www.youtube.com/user/yogawithadriene/videos>

Adriene Mishler is a yogi with purpose. She wants to use her instructional classes to help people live life better. As she puts it, "Yoga offers up a way for us to see a world that is working for you instead of against you." Try the following classes when you're feeling in a bad mood.

Spark People

https://www.sparkpeople.com/resource/videos_new.asp

Spark People shares short videos for all different types of workouts. There are several categories - Abs, Cardio, Yoga and Pilates, as well as others that dive into healthy cooking and eating ideas. These workouts are great when you are pinched for time. Choose a 10-12 minute routine and squeeze in some activity where you normally would have skipped it altogether.

BeFit

<https://www.youtube.com/user/BeFit>

Enjoy doing yoga workouts with your favorite trainers such as Jillian Michaels, Jane Fonda, Billy Blanks Jr., Tara Stiles and many others. This channel might offer the best variety of any out there -- It even includes meditations with Deepak Chopra (maybe a good way to relax AFTER your workout).

Livestrong Woman

<https://www.youtube.com/user/LivestrongWoman>

Livestrong Woman is a video channel featuring professional fitness instructor Natalie Jill. In addition to Natalie's resistance training instructional videos, you will also find great yoga beginners videos taught by Tara Stiles. As an extra bonus, this channel also includes some great videos that discuss healthy eating tips and recipes.

Diet Health

<https://www.youtube.com/user/diethealth>

Diet Health is YouTube channel that shares great workout videos and simple health tips that can help you change your lifestyle and improve your overall health. Their workouts are mostly quick ones (under 10 minutes) and are led by experienced personal trainers.

Yoga Journal

<https://www.youtube.com/user/YogaJournal>

Yoga Journal is a wonderful YouTube channel worth following if you want to do yoga at home. Highly experienced yoga teachers will show you how to do poses for the most relaxation, flexibility, and strength benefits. These short videos can be done whenever you have a few minutes to spare during your day.

CafeMom Studios

<https://www.youtube.com/playlist?list=PLZzvuVh4uN8zSYiODIQgk38jEQvaAb7IC>

CafeMom Studios is a very popular YouTube channel that helps moms build their body back after pregnancy and childbirth. CafeMom Studios offers postnatal workout videos for cardio, pain-reduction, circuit training, and yoga exercises for strength and flexibility.

eFit30

<https://www.youtube.com/user/efit30>

Anyone looking for yoga, Pilates, and gentle muscle strengthening workouts will love eFit30. These full-length (e.g., 20- to 40-minute) classes are perfect for days when you want to be active but don't feel like making the trip to your gym.

SarahFit

<https://sarahfit.com/videos/fitness-workout-videos/>

Sarah is a well-known health and fitness blogger and has made "enabling your passion for healthy living" her mission. She shares a lot of quick and simple core workouts, cardio routines, flexibility workouts, and more on her blog.

Blogilates

<https://www.blogilates.com/workout/>

Cassey Ho is the energetic fitness instructor behind Blogilates. She shares a lot of videos with quick and fun bodyweight workouts that you can do at home in just a few minutes.

GymRa

<https://www.youtube.com/user/Gymra1>

GymRa offers an excellent range of video workouts that are divided into different categories – 5 to 15-minute workouts for beginners, abs workouts, dumbbell workouts, no-equipment workouts, total body routines and yoga sessions. There is really something for everyone at GymRa.

Pop Sugar

<https://www.youtube.com/channel/UCBINFWq52ShSgUFEoynfSwg>

Pop Sugar is a popular fitness and beauty blog that offers just about anything you could want in a health blog. On the website you will find lots of workouts broken down with great written instructions and pictures. On the Pop Sugar Fitness YouTube channel you can enjoy a great range of quick workouts led by some fitness industry superstars.

Barre3

<https://www.youtube.com/user/barre3sadielincoln>

Sadie Lincoln is an experienced fitness trainer and founder of Barre3. Barre workouts are based on a traditional ballet style of training that uses a bar (of course!). Sadie has taken this foundation and developed a unique training program that perfectly combines yoga, pilates, dance and bodyweight workouts.

APPS

Workout for Women

<https://apps.apple.com/us/app/workout-for-women-fitness-app/id839285684>

**This app is available only on the App Store for iPhone and iPad*

Wellbeats*

Step 1: Download the Wellbeats app or visit portal.wellbeats.com

Step 2: Select 'Register via Code' and enter invitation code: dbc53d9a

Step 3: Play any Fitness Class!

- 500+ high quality, 1-60 minute videos
- 30 channels, no equipment options, for every age, interest and ability
- Recommendation engine used to personalize and serve up content
- Goal-based challenges and fitness assessments
- Highly certified, relatable instructors
- Safe and education based
- Track progress and results

What's Up

Uses Cognitive Behavioral Therapy (CBT) and Acceptance Commitment Therapy (ACT) methods to help cope with Depression, Anxiety, Stress, and more. Uses a positive and negative habit tracker to maintain good habits and break those that are counterproductive. The "Get Grounded" page contains over 100 different questions to pinpoint what someone is feeling, and the "Thinking Patterns" page teaches someone how to stop negative internal monologues. (Free; [iOS](#) and [Android](#))

Self-Help for Anxiety Management (SAM)

Users are prompted to build their own 24-hour anxiety toolkit that allows them to track anxious thoughts and behaviors over time as well as learn 25 different self-help techniques. The SAM's "Social Cloud" feature confidentially connects users in an online community for additional support. (Free; [iOS](#) and [Android](#))

Happify

With its psychologist-approved mood-training program, the Happify app is your fast-track to a good mood. Try various engaging games, activity suggestions, gratitude prompts and more to train your brain as if it were a muscle, to overcome negative thoughts. (Free; [iOS](#) and [Android](#))

CBT Thought Record Diary

The centerpiece of cognitive-behavioral therapy is changing your emotions by identifying negative and distorted thinking patterns. You can use CBT Thought Record Diary to document negative emotions, analyze flaws in your thinking, and reevaluate your thoughts. This is a great app for gradually changing your approach to anxiety-inducing situations and your thinking patterns for future situations. (Free; [iOS](#) and [Android](#))

Quit That! Habit Tracker

Quit That! is a completely free app that helps users beat their habits or addictions. Whether someone is looking to stop drinking alcohol, quit smoking, or stop taking drugs, it's the perfect recovery tool to track and monitor progress. Track as many vices as you want and find out how many minutes, hours, days, weeks, or years it's been since you quit. (Free; [iOS](#))

Twenty-Four Hours a Day

Based on the best-selling book of the same name, Twenty-Four Hours a Day offers 366 meditations from the book, making it easier for people in recovery from addiction to focus on sobriety wherever they are. (Free [iOS](#) and [Android](#))

NUTRITION RESOURCES:

Keeping your nutrition in check may seem challenging during stressful situations. However, our need for nutrients increases during periods of stress. Ironically, this is the time when many choose less nutritious foods such as processed or fast food. These resources provide a wealth of information to help provide your body with the nutrients it needs to better manage a crisis or periods of stress.

Dietary Guidelines for Americans

<https://www.hhs.gov/fitness/eat-healthy/dietary-guidelines-for-americans/index.html>

Get advice on how good dietary habits can promote health and reduce risk for major chronic diseases (2 years to adult).

ChooseMyPlate.gov

<https://www.choosemyplate.gov/>

Build a healthy plate from the five food groups that make up a healthy diet.

Eat Healthy

<https://health.gov/myhealthfinder/topics/health-conditions/diabetes/eat-healthy#panel-1>

Learn the basics and the benefits and take action.

Nutrition.gov

<https://www.nutrition.gov/>

Find easy-to-read information on food and nutrition.

MyFitnessPal

<https://www.myfitnesspal.com/>

Free online calorie counter and diet plan. Lose weight by tracking your caloric intake quickly and easily. Find nutrition facts for over 2,000,000 foods. This is also available as an app on iPhone or Android.

STRESS, MENTAL HEALTH & SUBSTANCE ABUSE:

COVID-19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. If you have a preexisting mental health condition, you should continue treatment and contact your health care provider if you develop new or worsening symptoms. These resources may also be helpful to you or a loved one.

Learn to Manage Stress

<https://www.heart.org/en/healthy-living/healthy-lifestyle/stress-management>

The American Heart Association offers advice on how to deal with stress. It's important to know how to manage the stress in your life.

Calm

<https://www.calm.com/>

The #1 app for Sleep, Mindfulness, Meditation and Relaxation

Find Help

<https://www.samhsa.gov/find-treatment>

Helplines and treatment locators from the Substance Abuse & Mental Health Services Administration.

MentalHealth.gov

<https://www.mentalhealth.gov/>

Provides one-stop access to U.S. government mental health and mental health problems information.

Mental Health and Addiction Insurance Help

<https://www.hhs.gov/programs/topic-sites/mental-health-parity/mental-health-and-addiction-insurance-help/index.html>

This consumer portal prototype is being released to help consumers get to the correct resource to solve their Mental Health and Substance Use Disorder insurance coverage issue.

National Institute on Drug Abuse

<https://www.drugabuse.gov/>

NIDA's mission is to lead the nation in bringing the power of science to bear on drug abuse and addiction.

Drug Abuse (MedlinePlus®)

<https://medlineplus.gov/druguseandaddiction.html>

Alcoholism (MedlinePlus®)

<https://medlineplus.gov/alcoholusedisorderaud.html>

HHS.gov/opioids

<https://www.hhs.gov/opioids/>

Provides one-stop access to U.S. government information about the prescription drug abuse and heroin overdose epidemic, including resources for health professionals, law enforcement, parents, and others.

UPMC Direct Information Hub (Substance Abuse Resource Center)

<https://www.upmchealthplan.com/members/learn/benefits-and-services/substance-misuse-and-addiction.aspx>

UPMC Addiction Medicine Services

Call: 877-772-8762

Allegheny County Drugs & Alcohol Community Resources

<https://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Drugs-and-Alcohol.aspx>

Find Treatment

<https://findtreatment.gov/>

The Substance Abuse and Mental Health Services Administration (SAMHSA) collects information on thousands of state-licensed providers who specialize in treating substance use disorders, addiction, and mental illness.

SAMHSA (Substance Abuse Mental Health Services Administration):

<https://www.samhsa.gov/find-treatment>

An agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

NAMI (National Alliance on Mental Health) HelpLine

Call: 1-800-950-NAMI (6264) or Email: info@nami.org

<https://www.nami.org>

The NAMI HelpLine is a free, nationwide peer-support service providing information, resource referrals and support to people living with a mental health conditions, their family members and caregivers, mental health providers and the public.

VIRTUAL CHILDCARE SERVICES:

FlexibleCare

<http://flexablecare.com/>

For parents who work remote, and have children old enough to participate, this is a great way to incorporate childcare services in a remote and virtual world.

UPMC HEALTH COACHING:

UPMC

Health coaches are available to talk with you on a variety of topics Monday through Friday from 7 AM to 8 PM and Saturday from 8 AM to 3 PM. Call 1-866-778-6073.

- Anxiety BR: <https://p.widencdn.net/bp9ezc/-19ISD1036484---Anxiety-Health-Coach---Update-final>
- Substance: <https://p.widencdn.net/mv23mp/15CA0210-Health-Coaching-BR---Substance>
- Depression: <https://p.widencdn.net/eewnvs/15CA0232-Health-Coaching-BR---Depression>
- ADHD: <https://p.widencdn.net/ba1m2x/15CA0266-ADHD-coaching-brochure>
- General Health Coaching BR: <https://p.widencdn.net/p6m1kw/19ISD895343---General-Health-Coaching-Brochure---August-2019-Update-final>