

Headspace FAQs for Los Angeles County Employees

The Los Angeles County Department of Mental Health (LAC DMH) is providing free subscriptions to Headspace as a voluntary employee benefit for Los Angeles County Employees. LAC DMH is providing this to employees to support their own wellbeing as a county employee. Los Angeles County Departments will not have access to any individual data or details about users. Should you choose to use Headspace, all Headspace policies and procedures still apply. For more information on the Headspace Privacy Policy, click here:

<https://www.headspace.com/privacy-policy-minimal>

1. What is [Headspace for Work](#)?

A: [Headspace](#) is a digital platform with over 1,000 hours of recorded guided meditations, animations, sleep content, educational articles, and videos accessible through both a web browser and a mobile app. Headspace can help you to learn the essentials of [meditation](#) and [mindfulness](#) to help reduce stress, improve sleep, and enhance your overall wellbeing. Headspace features various exercises to add extra mindfulness to your day, and hundreds of meditations on everything from stress to sleep.

2. Is it free?

A: Yes! Full access to Headspace usually requires a subscription fee of approximately \$69.99 per year when purchasing individually, however, LAC DMH is sponsoring subscriptions for free for LA County employees. To enroll for a free subscription to Headspace, please visit the [LAC enrollment landing page](#) to register.

3. How long will I have a free subscription to Headspace with DMH?

A: Subscriptions will be available through December 2020 with the possibility of extensions.

4. Why is this available to me?

A: The LAC DMH is offering Headspace to all LA County employees for their voluntary use as a resource to support overall wellbeing. Many other employers, such as Nike, Apple, and Google, are reporting positive experiences with offering digital guided mindfulness as a resource for employee wellbeing.

5. Can I use Headspace on County-issued devices (County computers or mobile phones)?

A: Please refer back to you supervisor or Department lead for recommendations on usage.

6. Can I still get a free subscription if I already have a Headspace account?

A: Yes, you can still access a free subscription by logging in using the [LAC enrollment landing page](#) to officially enroll with your LAC DMH sponsored registration.

7. Is Headspace like therapy?

A: No. Headspace is a digital platform with guided meditations, animations, articles, and videos, and it should *not* be used in replacement of therapy. For information on Headspace, please visit <https://www.headspace.com/meditation-101/faq>

8. How is meditation helpful?

A: [Meditation](#) has been shown to reduce stress, improve focus, and can make working in teams easier. In addition, research indicates meditation can also be helpful for sleep, weight loss, relationships, chronic disease, and pain. For more information, check out the Headspace website to learn more about the science, benefits and research behind meditation: <https://www.headspace.com/science>

9. Can I use Headspace during my scheduled work hours?

A: Please refer back to you supervisor or Department lead for recommendations on usage.

10. Will my supervisor, coworkers or anyone at DMH or other County Departments be able to see if or when I use the app or access content on the Headspace website?

A: No.

11. Where can I find the Headspace privacy policy?

A: The Headspace privacy policy can be found here: <https://www.headspace.com/privacy-policy-minimal> Please take the time to familiarize yourself with it.

12. Is Headspace only available as a mobile app?

A: Headspace is both a mobile app and an online platform, available through both a web browser and as a mobile app available for download in the [Apple App Store](#) and [Google Play Store](#).

13. Do I need to be on Wi-Fi to use Headspace?

A: No. There are many features and exercises you can download directly to a personal device without being connected to the internet.

14. Who do I contact if I am having trouble registering or experience any other issues using the Headspace app?

A: If you are having trouble registering or experience any other issues using the Headspace app, please contact Headspace customer service at teamsupport@headspace.com. LAC DMH staff and your Department leads are not able to help with app-related troubleshooting. The use of Headspace is voluntary. When you sign up you are agreeing to the terms and conditions of Headspace. If you choose to set-up an account, that account is between you and Headspace, and their terms and conditions would apply. LAC DMH or your County Department is not a part of that relationship.

If you have additional questions, please contact Ivy Levin at ilevin@dmh.lacounty.gov

For guidance, tips and more information please visit the Headspace website to learn more:
<https://help.headspace.com/hc/en-us/categories/202470418-Meditation-Tips>