

WELL-BEING@WORK



Champion and Department Lead Overview: **Well-Being@Work 2019**

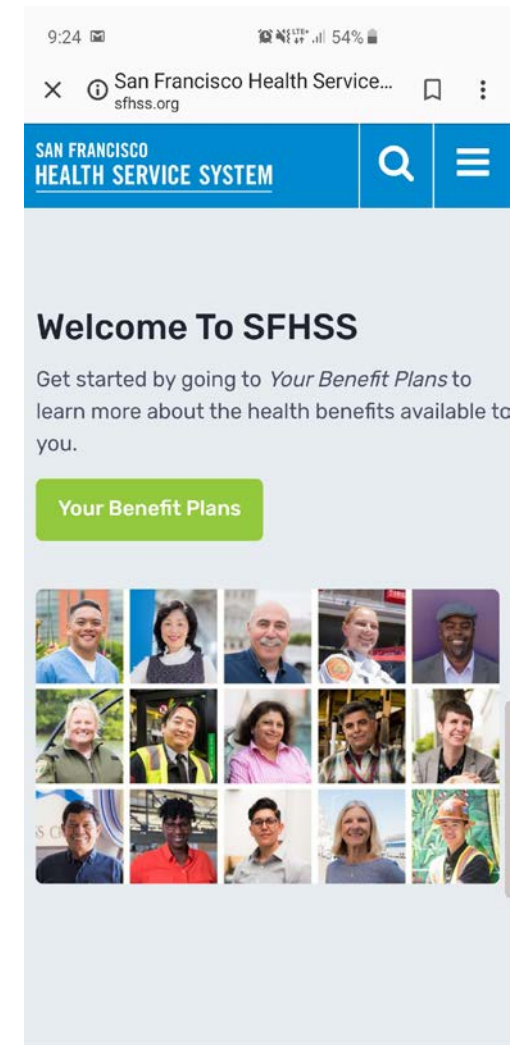
Tell us about yourself during your introduction:

1. Name
2. Department
3. Champion/Department Lead
4. How long you've been in your well-being role?

Well-Being@Work Updates

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- New Coordinator
 - Lisa Ocampo
- Well-being@Work Celebration
 - 127 people attended
- Colorful Choices
 - 1,200+ Participants
 - 55 Departments Engaged
- New website - sfhss.org
 - Sign up for eNews
 - Well-being@Work web pages in development



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Well-Being@Work FRAMEWORK

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Our Brand

WELL-BEING@WORK



Better Every Day.

At the City and County of San Francisco,
we want our employees to

Live, Feel & Be Better Every Day

Well-Being Brands

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sfhss.org/well-being



Website in Development

The City's Commitment

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Our team helps create a workplace culture that **INSPIRES** employees to make healthy choices, feel good, and take care of their health, so that they can

Live, Feel, and Be Better Every Day

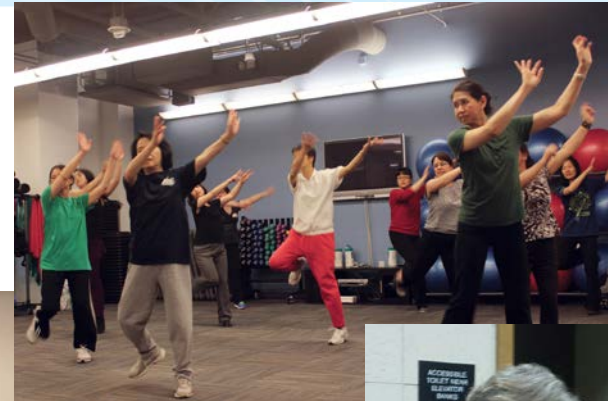
Why Well-Being@Work?

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Well-Being@Work makes it easier for Departments to communicate their commitment to facilitate well-being in the workplace.

Well-Being@Work provides Leaders and Champions:

- Resources
- Recognition



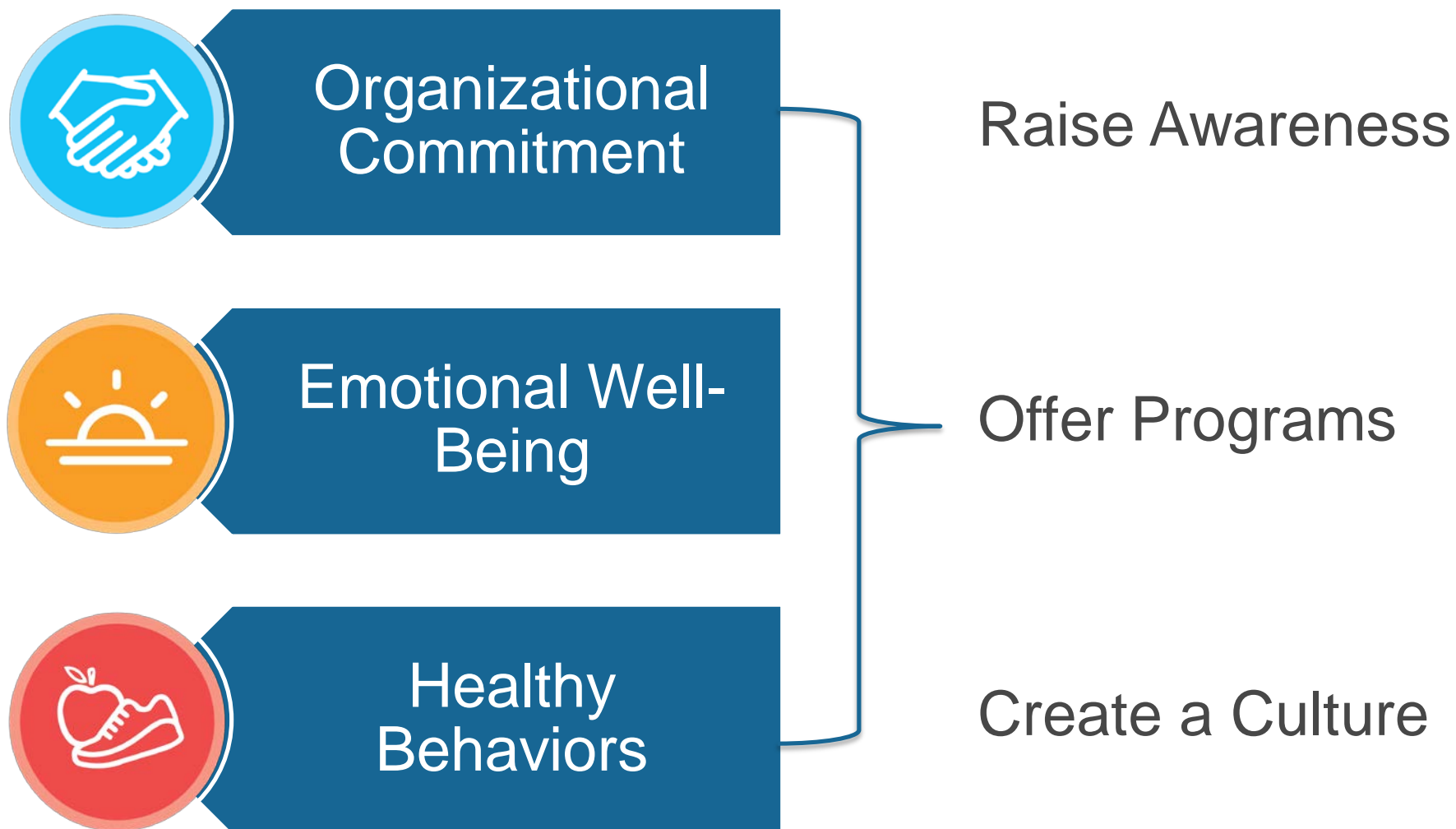
Activity

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- *Describe an “a ha” moment you’ve had while implementing well-being?*

What is Well-Being@Work

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Organizational Commitment



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Your organization's willingness - demonstrated through attitude, words and action - to support physical and mental well-being for your employees. Organizational Commitment is vital for well-being to truly take root in the workplace culture.

This includes:

- Leaders providing long-term energy and support to employees' well-being
- Champions initiating well-being opportunities in their workplace

Policies

Staff recognition

Employee engagement

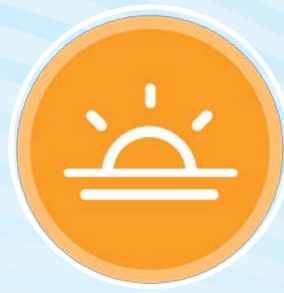
Professional development

Dedicated well-being spaces (gyms,
quiet/mediation rooms)

Engagement surveys

Reoccurring well-being activities/services

Emotional Well-Being



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Emotional Well-Being explains how employees are feeling. It impacts physical and mental health as well as how they experience each day.

Workplaces can support emotional well-being by:

- Raising awareness of existing EAP resources
- Increasing access to programs to promote EWB at the workplace

Stress management

Resilience

Purpose

Community

Gratitude

Relaxation

Meditation

Healthy relationships

Communication

Conflict resolution

Managing emotions

Financial well-being

Healthy Behaviors



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Engaging in Healthy Behaviors contributes to feeling better today, provides long-term health benefits, and gives employees overall improvement in their quality of life.

You have the power to promote and support healthy behavior by:

- Raising awareness through education
- Facilitating access through seminars
- Social and environmental culture that makes the healthy choice the easier one

Healthy eating

Physical activity

Flu prevention

Tobacco cessation

Health Screenings

Weight management

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Resources

Opportunities that help you to bring onsite activities and programs to help employees be well at work.

Onsite Activities

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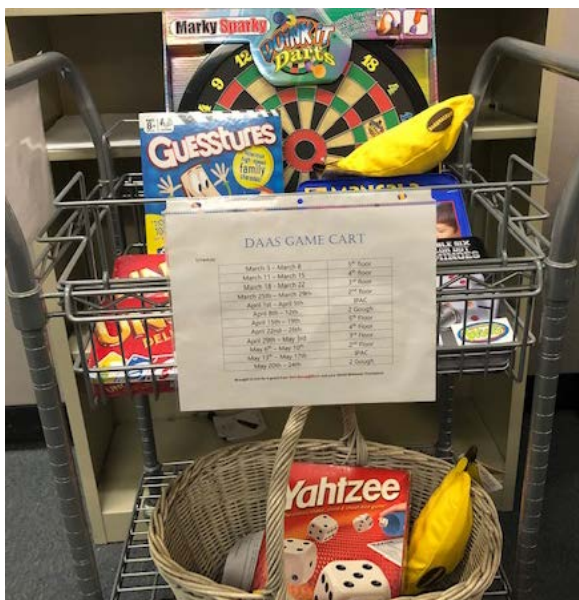
SFHSS funds activities and programs that can be brought to your work locations. Examples include:

- ✓ Seminars
- ✓ Coaching (group and 1:1)
- ✓ Healthy Weight Program
- ✓ Diabetes Prevention Program
- ✓ Flu Shots
- ✓ Health Screenings
- ✓ Group Exercise Classes

For more information go to: <http://sfhss.org/well-being/onsite-activities>

- *Describe a well-being activity that was impactful to your department. How did this help to create a culture of well-being for your employees?*

SFHSS Well-Being provides a funding source for materials that support well-being at the workplace



Application Submission:

- Due August 16, 2019

Evaluation Process:

- Review Committee - evaluate applications September 2019

Approval criteria:

- Must have a Well-Being@Work Annual Plan
- Potential impact to employee well-being
- Availability of funds
- Department need

Key Players:

- Champions, Department Lead and ***department financial staff*** meet to discuss need by work location.

Grant Ideas:

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- Bulletin Boards
- Blood Pressure Machines
- BMI Machines
- DHR Trainings
- Exercise Equipment
- Kitchen Supplies
- Water Units
- Ergonomic Equipment
- Recreation Equipment
- Stress Management tools



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Recognition

*Opportunities to recognize department's efforts
in bringing well-being to the worksite*

Opportunity to highlight programs that promote well-being at work by encouraging and enabling employees to improve their overall well-being.

- Share stories
- Obtain ideas
- Receive recognition for all of your work

What's Changing?

- Individual Spotlights

Spotlights Submittal

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Step 1: Determine which program you are nominating and which award you are nominating it for.

Step 2: Complete the nomination powerpoint

- Identify who the program is impacting?
- What positive well-being changes have you seen in the workplace as a result of this program?

Step 3: Submit the nomination powerpoint slides to Well-Being@sfgov.org for review.

Spotlight Submittal

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Request a spotlight nomination form by contacting well-being@sfgov.org.

Applications accepted throughout the year!

- Highlighted at Awards Ceremony, email to Department Leads and Champions
 - 2018 – 94 Program Spotlights from 29 Departments

Awards

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The Well-Being@Work Awards recognize departments that are taking steps toward making employees well-being a priority in the workplace.

Overall scores are based on upon departments engagement in raising awareness, offering programs and creating a culture in these three areas:

- Organizational Commitment
- Emotional Well-Being
- Healthy Behaviors

Let your SFHSS Well-Being Coordinator know if you are interested in receiving an Award.

Having a 2019 Well-Being Annual Plan for is the first step to receiving a Well-Being@Work Award

Well-Being@Work Celebration

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Annual Celebration to Recognize Everyone!

- 2017: 17 departments received awards
- 2018: 36 departments received awards

FY19 – 20

- Date TBD (after fiscal year ends)



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5 Steps to Getting Started!

- **Step 1:** Identify Key Players
- **Step 2:** Survey employees
- **Step 3:** Focus on one Well-Being Topic
- **Step 4:** Develop Annual Plan
- **Step 5:** Attend Well-Being Topic Champion Trainings & Execute on Annual Plan

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Step 1: Identify Key Players

Activity

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Talk in your group and discuss:

- *What is the role of a Champion/Department Lead.*
- *How did your well-being efforts make a difference in 2018?*
- *What do you want to do differently? What do you want to repeat?*

Organizational Commitment: Identify Key Players

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There are three important roles
for Well-Being@Work:

1. Department Lead

2. Champions

*At least one Champion Award
Lead will be designated for each
department*

3. SFHSS Well-Being Coordinator

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Identifying Key Players for Well-Being @ Work: A Guide for Departments

WHY WELL-BEING @ WORK?

- A higher well-being score is associated with fewer missed work days.
- All areas of well-being increase when people perceive the organization cares about well-being
- Higher well-being scores are associated with greater productivity.

KEY PLAYER #1: DEPARTMENT LEAD

Characteristics	Role / Responsibilities
<ul style="list-style-type: none">• Department head or other member of the leadership team• Represents department's vision for well-being in the workplace• Interested in well-being and employee engagement• Ability to coach and support Champions• Time commitment – minimum of 15 hours per year (will vary based on department size and desired involvement)	<ol style="list-style-type: none">1. Meet at least 2x/year with San Francisco Health Service System (SFHSS) Well-Being Coordinator to discuss department's annual plan2. Serve as the point of contact for Champions who need leadership support, including support with Grants3. Assist in executing on well-being activities and programs at work4. Coordinates consistent department well-being communications5. Addresses well-being policies in the workplace

KEY PLAYER #2: CHAMPIONS

Characteristics	Role / Responsibilities
<ul style="list-style-type: none">• Interested in promoting well-being• Approachable by all levels of employees in your department• Organized in handling multiple tasks• Respected as a team player• Influential and inclusive of all colleagues within the department• Time commitment – standard 2-8 hours per month (will vary based on department size and desired involvement)	<ol style="list-style-type: none">1. Participate in Key Player trainings and well-being meetings2. Walk the talk by engaging in well-being activities3. Communicate and support well-being initiatives at the worksite4. Celebrate and recognize employee participation in well-being activities5. Provide feedback and progress updates to the SFHSS Well-Being Team

KEY PLAYER #3: "AWARD LEAD" CHAMPION

Characteristics	Role / Responsibilities
<ul style="list-style-type: none">• Time commitment - approximately 2-4 hours more per year in addition to the standard Champion commitment	<ol style="list-style-type: none">1. Participate in meeting with SFHSS Well-Being Coordinator and Department Lead for well-being to discuss departments annual plan2. Serve as the point of contact for SFHSS on any matters relating to the Awards

For more information contact Well-Being@sfgov.org or call 415-554-0643

Champion Role

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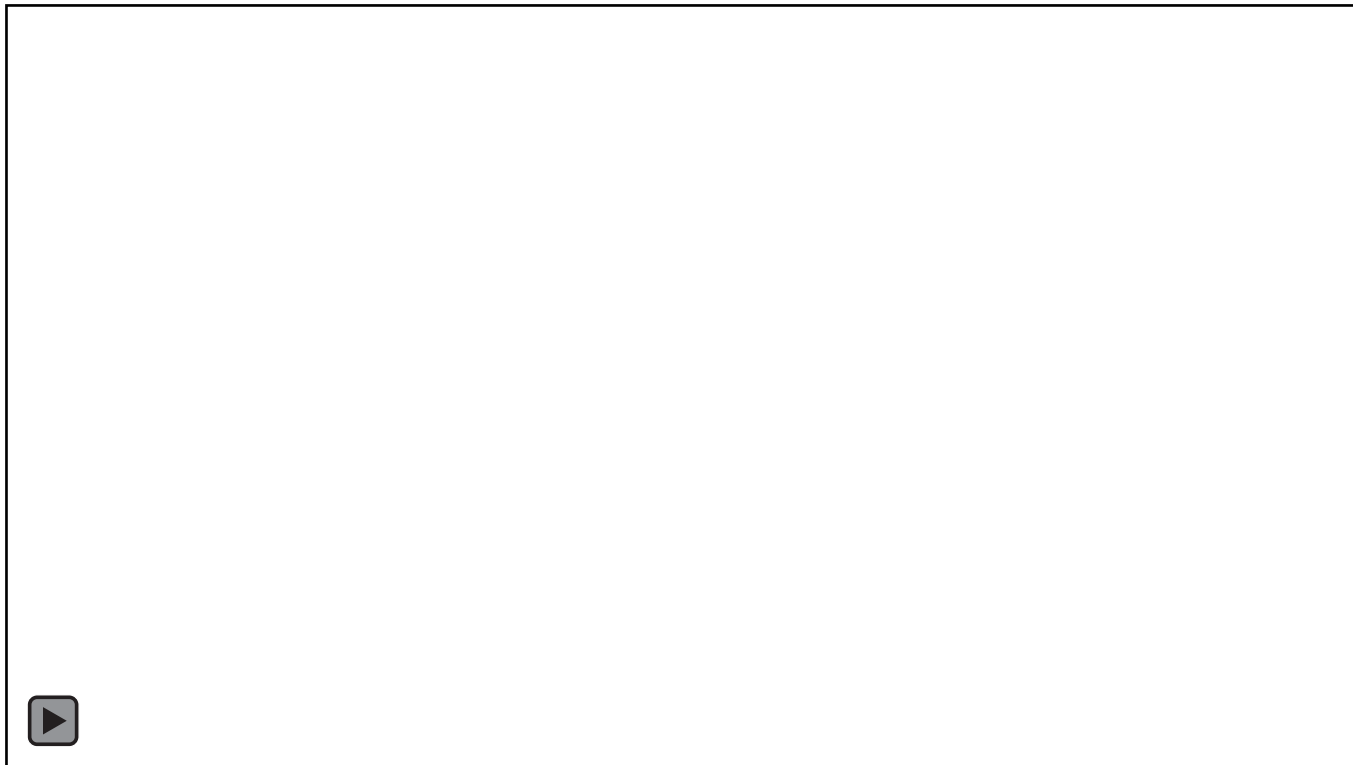
A Well-Being Champion is an employee who is passionate about well-being and promotes well-being in the workplace.

They help to:

- increase awareness
- increase visibility
- increase accessibility of various city – wide and department tailored well-being programs and activities

Champion Role

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Champion Responsibilities

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- Attend trainings and Appreciation event
- Be the voice and spread the word
- Bring activities to the workplace
- Participate in planning and check in meetings (2 – 3/year)
- Work with Well-Being Coordinator to implement annual plan



Department Lead Role

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- Represents the departments vision for well-being in the workplace
- Interested in well-being and employee engagement
- Ability to coach and support Champions
 - Serve as the point of contact for Champions who need leadership support, including support with Grants
- Obtains buy in from leadership/management
- Address policies to support employee well-being
- Participate in planning and check in meetings (2 – 3/year)
- Work with Well-Being Coordinator to implement annual plan

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Step 2: Implement Well-Being Survey

- Goal of Survey: Identify your employees interest in a well-being topic
- Department wide survey - SFHSS to provide:
 - Survey
 - Templated Email
- Incentives
 - SFHSS will support and manage
- Data reporting
 - SFHSS to provide departmental report

Survey Questions

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On a scale of 0-10 how would you rate the following statement: *My organization cares about my well-being.*

Your dept has the opportunity to focus on one health topic. Which topic area would you be most interested in receiving resources at the workplace?

- Healthy Eating
- Physical Activity
- Stress Management

Does my workplace support a culture of **<insert healthy behavior/topic>** in the workplace.


Which of the following activities would you like to see offered at the workplace to support **<insert healthy behavior/topic>** ?


- List of onsite activities to support the various health topics

If you were to attend any of the activities listed above, what day would you prefer to attend (check your top 3 preferences).

If you were to attend any of the activities listed above, what time of day would you prefer to attend (check your top 3 preferences).

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ORGANIZATIONAL COMMITMENT

Workplaces can demonstrate organizational commitment through attitude, words, and action - to support the physical and mental well-being of your employees is vital for well-being to truly take root in workplace culture.

Get Started: Identify Priorities
On a scale of 0-10 how would your employees rate the following statement:
My organization cares about my well-being

On a scale of 0-10 what is your department's commitment toward well-being at the workplace?

What did you learn in 2018?

How did your well-being efforts make a difference in 2018?

What do you want to do differently this year?

What do you want to repeat this year, due to its success/popularity last year?

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Survey Timeline

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- Friday you will receive:
 - Email template with survey link
- Send out survey between April 15-26
- Survey remains open for 2 weeks
- SFHSS pull data and presents at the planning (May)

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Step 3: Focus on One Well-Being Topic

Historical Perspective

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Previous Years

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Create a RECHARGE
Routine

New Calendar

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APRIL Challenge: Colorful Choices April 1- May 12 Training: Well-Being@Work Overview 	MAY Well-Being Survey: Send by May 10 Planning Meeting: Meet with Coordinator by May 31 Submit Spotlights! Due May 31	JUNE Training: Well-Being Topic Trainings (Raise Awareness) Webinar: Keep America Active Challenge
JULY Well-Being@Work Annual Plan Implementation BEGINS! July 2019 – June 2020 Challenge: Keep America Active July 8 – August 16 	AUGUST Grants: Applications Due: August 15 Submit Spotlights! Due August 30	SEPTEMBER Training: Well-Being Topic Trainings (Offer Programs) Webinar: Flu Prevention Champion Appreciation Event

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OCTOBER Grants: Announcements: October 4 Flu/OE Promotion 	NOVEMBER Check-In Meeting: Meet with Coordinator by November 22 Webinar: Take Time to RECHARGE	DECEMBER Challenge: Create a RECHARGE Routine: December 2 - January 12
JANUARY Challenge: Live Feel, Be Better (Know Your Numbers: Screenings) January 20 – February 20 Submit Spotlights! Due May 31 	FEBRUARY Training: Well-Being Topic Trainings (Create a Culture)	MARCH Check-In Meeting: Meet with Coordinator by February 28

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Challenges

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- Time specific
- Department support all challenges
- Resources:
 - Registration
 - Promotional
 - Materials

What's New

- Webinar training (optional)
- Promotional Resources:
 - Interoffice postcards, flyers, posters
 - Emails
 - Newsletters

Campaigns

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- Anytime/ All the time
- Resources to include:
 - Raise Awareness
 - Offer Programs
 - Create a Culture

What's New

- Structured support to focus all year
- Choose one health topic
- In person training - 3x year

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What are the Well-Being Topics?

Overview

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3 Topic Areas:

- Healthy Eating
- Physical Activity
- Stress Management



Healthy Eating

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Studies have shown positive results when employers provide and support wellness programs, such as a nutrition initiative. These studies showed that eating more fruits and vegetables have been shown to

- ✓ reduce the risk of chronic diseases, including heart disease, cancer, diabetes and obesity
- ✓ increase productivity
- ✓ enhance mood and memory
- ✓ increase engagement
- ✓ creativity and happiness

Goal:

- To provide opportunities for a healthy eating environment at the workplace.

1. US Department of Agriculture, US Department of Health and Human Services. *Dietary guidelines for Americans*, 2010. Washington, DC: US Government Printing Office; 2012. Available at <http://www.health.gov/dietaryguidelines/2010.asp>.
2. Friedman, Ron. *Harvard Business Review*. What you eat affects your productivity, 2014. Available at <https://hbr.org/2014/10/what-you-eat-affects-your-productivity>

Physical Activity

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Adding more movement to the day can be as simple as taking a minute to stretch, walking with a coworker during lunch or standing up after sitting for long periods of time. By promoting physical activity, departments can improve

- ✓ employee job satisfaction in the quantity and quality of their work
- ✓ promote stress management
- ✓ increase productivity
- ✓ maintain a healthier workforce

Goal:

- Help employees establish healthy behaviors that support physical activity throughout their workday

Effects of Worksite Health Interventions. Journal of Occupational and Environmental Medicine, 2011. Available at https://journals.lww.com/joem/Abstract/2011/08000/Employee_Self-rated_Productivity_and_Objective.3.aspx

Stress Management

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Brief breaks throughout the day may have benefits to both productivity and physical health. According to NIOSH, strategic rest breaks can reduce eyestrain and musculoskeletal discomforts without decreasing productivity. Deep breathing and stretching can activate a natural relaxation response which positively improves

- ✓ mood and
- ✓ stress
- ✓ physiological responses including slower heart rate and lower cortisol (stress) hormone levels

Goal:

To support employees in managing their stress throughout the workday.

1. Center for Disease Control. Available at <https://www.cdc.gov/niosh/updates/restbrks.html>
2. The Role of Deep Breathing on Stress. Neurological Sciences, 2016. Available at <https://link.springer.com/article/10.1007%2Fs10072-016-2790-8>
3. American Council on Exercise, 2017. Available at <https://www.acefitness.org/education-and-resources/professional/expert-articles/6387/10-reasons-why-you-should-be-stretching>

Visit each table and answer the following questions:

- *What have you done in the past to support this topic area?*
- *What do you envision in the new year to support this topic?*

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Step 4: Develop a Well-Being Annual Plan

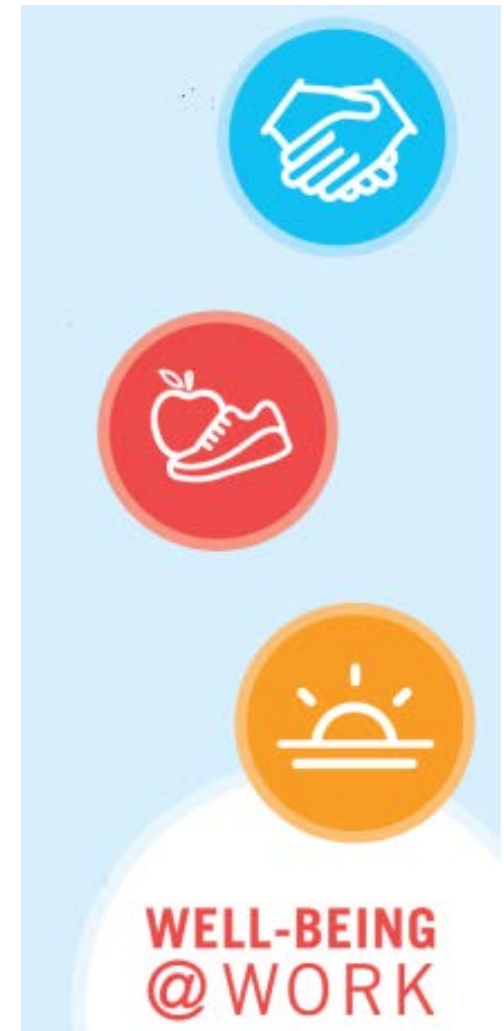
Departments

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All Departments are encouraged to create a Well-Being@Work Plan

A plan helps Key Players:

- Prioritize efforts to suit the needs of each Department



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Step 5: Attend Well-Being Topic Trainings & Execute on Annual Plan

Key Player Trainings

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- Each Quarter – 3 Topic Trainings
 - Healthy Eating
 - Physical Activity
 - Stress Management
- Training outline
 - Q1: Raise Awareness (June)
 - Q2: Offer Programs (September)
 - Q3: Create a Culture (February)

**no make up trainings*

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Next Steps

Action Items

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1. Identify Key Players
2. Send Survey – April 15 – 26
3. Contact Well-Being to schedule a Planning meeting for May