

WELL-BEING@WORK



How We Reintegrate to Work & Why it Matters

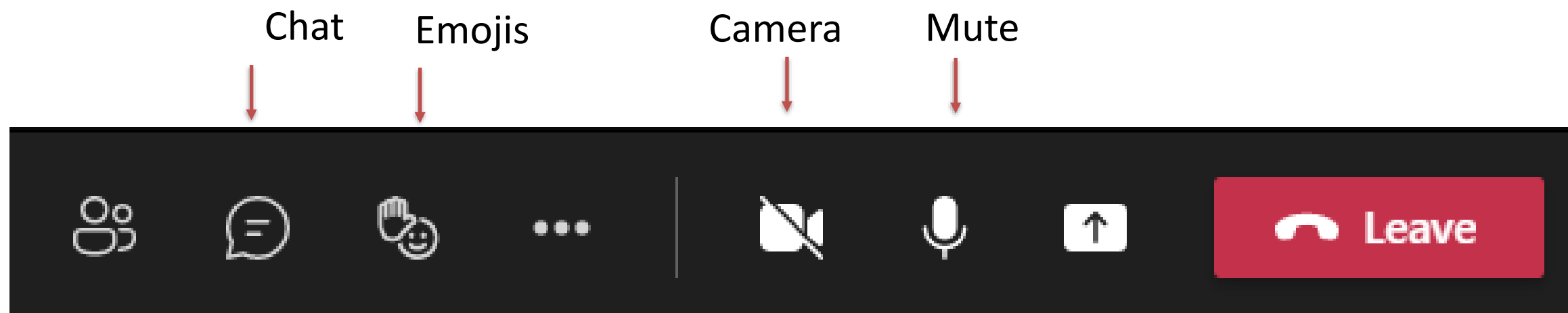
September 23, 2021

Irene Umipig & Lisa Ocampo, *Well-Being Program Coordinators*
Jeannette Longtin, *Employee Assistance Program Counselor*

Tech Check

1. This session is being **RECORDED**
2. Please keep yourself on **mute**
3. Q&A –Send your questions through chat and we will address it
4. We will open for dialogue at the end of our webinar and stop recording

Teams Participant Controls



Today's Agenda

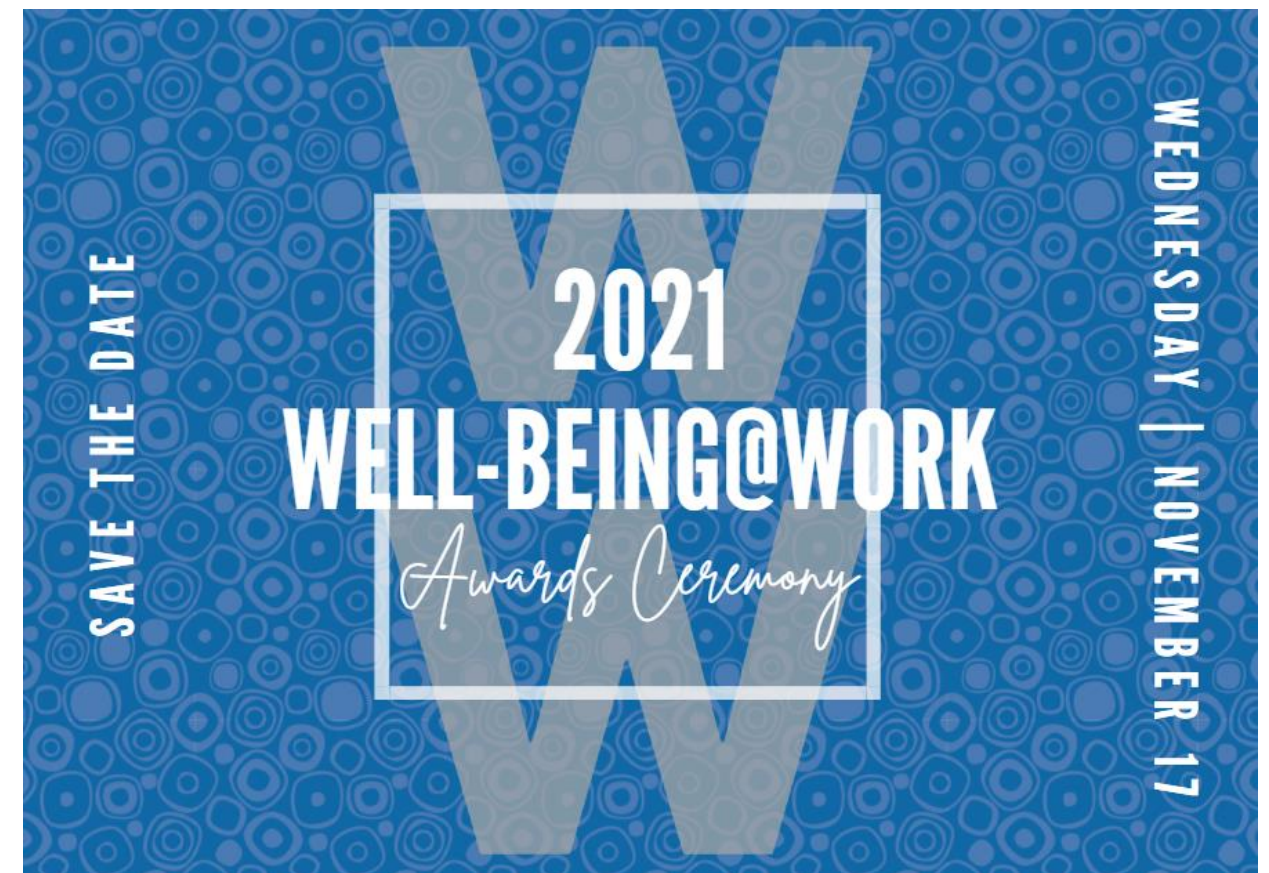
- 1. Well-Being@Work Updates**
- 2. 2021 Flu Clinics & Open Enrollment (OE)**
- 3. *How We Return & Why it Matters***
 - Post-Pandemic Citywide Survey
 - Special Guest Jeannette Longtin
 - Interactive Discussion
 - Q&A
- 4. Next Steps**



**WELL-BEING
@WORK**

Updates

- **New (fiscal) Year, New Plan!**
September-October Well-Being Check-Ins
- **Well-Being@Work offerings** remain virtual through 2021
- **Save the Date** for W@W Awards Ceremony 11/17
- **Office Walk-Through** take down any well-being promos with SFHSS (415) contact information



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Flu Prevention Campaign

Don't let the flu bring you down

Flu Prevention Campaign Overview

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Encourage and facilitate flu vaccinations for CCSF employees and retirees through:

1. Education
2. Onsite clinics
3. Information about how to access flu shots through the health plans.



Protecting yourself against the flu is now more important than ever.

An annual seasonal flu vaccine is the best way to help protect against the flu. We all have the role in protecting each other by getting the flu vaccine during the on-going COVID-19 pandemic. It is more important than ever to protect yourself against other respiratory illnesses and protect vulnerable populations during the flu 2021-2022 season. To find out more, visit [cdc.gov](https://www.cdc.gov).



If you're over 65, you're at greater risk.

Getting a flu vaccine is an important step to protecting yourself. If you are 65 years or older, have asthma, diabetes, or chronic lung disease, you are at a higher risk for developing complications from the flu, like *pneumococcal pneumonia*.



We're all in this together.

Avoid close contact with people who are sick. Stay home when you are sick and if you need to be around others, cover your nose and mouth with wearing a properly fitting mask when out in public.



Everybody needs a flu shot. Every year.

When you get a flu shot, you're not just protecting yourself, you're also protecting your family and friends. You can't get the flu from a flu shot, but it does take 2 weeks for the vaccine to reach its full potential.



Wash your hands for 20 seconds. Cover your mouth and nose.

It is important to practice good health habits like washing your hands often. If soap and water are not available, use an alcohol-based hand sanitizer. Cover your mouth and nose with a tissue when coughing or sneezing to help prevent the spread of germs.

Better Every Day. [SAN FRANCISCO HEALTH SERVICE SYSTEM](https://www.sfhss.org)

[sfhss.org/well-being](https://www.sfhss.org/well-being)



Flu Shot Clinics

Health & Safety Measures

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DHR works closely with the Department of Public Health to keep our workforce safe. Procedures and guidance can be found here:

<https://sfdhr.org/covid-19#Safety>

1. Signage & Education
2. Health Certification
3. Protective Measures
4. Sanitizing Measures

Vaccination & Masks Required Indoors

La vacunación y el uso de cubrebocas son obligatorios en los espacios interiores • 於室內必須佩戴口罩及已接種疫苗
Pagpapabakuna at mga Mask ay Kinakailangan sa mga Panloob



Valid forms of vaccination proof include:
Los comprobantes de vacunación válidos son: 有效的疫苗接種證明包括: Ang mga form na patatay sa pagbabakuna ay kailangan:

<p>Valid Photo ID and</p> <ul style="list-style-type: none"> Original, copy or picture of your CDC vaccination card or documentation from a healthcare provider or personal digital COVID-19 vaccine record issued by the State of California or by an approved private company or similar documentation issued by another State, local, or foreign governmental jurisdiction 	<p>Patatay na mga form na may larang</p> <ul style="list-style-type: none"> Original, copy or picture of your CDC vaccination card or documentation from a healthcare provider or personal digital COVID-19 vaccine record issued by the State of California or by an approved private company or similar documentation issued by another State, local, or foreign governmental jurisdiction
<p>Una identificación con fotografía válida y</p> <ul style="list-style-type: none"> Su tarjeta de vacunación original de las CDC o una copia o fotografía de la misma o un documento expedido por un proveedor de servicios médicos o un registro digital personal de la vacuna contra el COVID-19 emitido por el estado de California o por una compañía privada autorizada o un documento similar expedido por otra jurisdicción gubernamental, ya sea estatal, local o extranjera 	<p>Kailangan ng larang na Photo ID</p> <ul style="list-style-type: none"> Original, kopya o larang ng larang CDC na kard ng bakuna o Dokyumento mula sa ibang tagapagbigay ng pangkalusugan o Personal na larang ng digital na bakuna ng COVID-19 na binigay ng Estado ng California o sa pinanangilatan ng patatay na pribadong kompanya o katulad na dokumentasyon na inilayag ng isa pang Estado, lokal, o disyutang awtoridad ng gobyerno

Access your State of California vaccine records:
Asenda a su registro de vacunación emitido por el estado de California.
存取您的加州疫苗接種紀錄。
Mugnang ibang patatay na pagbabakuna sa ibang estado.

myvaccinerecord.cdph.ca.gov

For other approved vaccine verification apps, visit:
Para konosec otras aplicaciones autorizadas para verificar la vacunación, visite:
Para konosec ang ibang patatay na pagbabakuna sa ibang estado, bisitahin:
Visit: sf.gov/VaxRequired

City and County of San Francisco sf.gov/GetVaccinated

COVID-19 variants: What you need to know

What are COVID-19 variants?

- Viruses constantly change through mutation.
- It's normal for new variants of a virus to occur over time, just like the flu.
- Variants occur when the virus reproduces itself in the human body and mutates to evade our immune (body's defense) system.
- As more people are infected, there is more chance for the virus to change again.

What are the COVID-19 variants of concern?

- Public Health organizations become concerned about a variant when it affects COVID-19 transmission (spread), severity, treatment, or vaccine effectiveness.
- Currently, the Delta variant is the dominant strain in San Francisco and around the world, and it is highly contagious.

What are the symptoms of COVID-19 variants?

- Symptoms are the same as the original COVID-19 strain. These can include: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of smell or taste, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea.
- However, early studies suggest that when people infected with Delta get symptoms, they may show symptoms sooner and may spread more virus.

Do the vaccines protect us from the variants?

- Yes! People who are not vaccinated are more likely to get sick with the Delta variant.
- How well the vaccines work against the variants is still being studied. However, early studies show that the current vaccines available in the U.S. are highly effective in preventing severe infection (often leading to hospitalization) and death, even against the Delta variant.
- Getting vaccinated also helps protect those who are unable to get vaccinated, including younger children and those with conditions that make vaccination a greater risk.

Why are fully vaccinated people still getting infected with COVID-19?

- There are rare cases when someone who has already been fully vaccinated is infected with COVID-19. These are called "breakthrough infections".
- Some breakthrough infections are expected. Even though vaccines are highly effective at preventing severe illness and death, no vaccine offers 100% protection.
- Those vaccinated who test positive for COVID-19 experience less severe symptoms compared to unvaccinated individuals and are much less likely to be hospitalized.

With Delta here, now is not the time to be unvaccinated.

Nearly all COVID-19 deaths in the United States are among unvaccinated adults.

Get vaccinated. We're in this together.
For more information about vaccines, call 628-652-2700

sf.gov/GetVaccinated
City and County of San Francisco

Get COVID-19 posters, flyers, and fact sheets at:
<https://sf.gov/resource/2021/covid-19-outreach-toolkit>



Flu Shot Clinics

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- ✓ 23 Flu Clinics
 - *Returning to these locations from 2019 (LIB Main, HOJ, DeYoung Museum, Pier 1 Embarcadero)
- ✓ Open vs. Restricted (Closed) clinics
- ✓ High Dose Availability
- ✓ Appointments
 - Vaccination Consent forms
 - Masks required
 - Bring employee ID

Open	Restricted Clinics
10/7 - City Hall*	9/28 – DEM (2)
10/14 – County Fair Building	9/29 - SFFD HQ
10/19 – 1SVN	9/30 – MTA Presidio
10/27 – SFHSS Wellness Center	10/4 – PUC Sunol Yard
10/28 – HSA 170 Otis	10/5 – MTA MME
11/2 – War Memorial	10/6 – DeYoung Museum*
11/4 – Pier 1 Embarcadero*	10/6 – PUC HHWP
	10/12 – PUC CDD
	10/13 – HOJ*
	10/15– 49SVN
	10/18 – PUC Millbrae
	10/20 – SFPD HQ
	10/21 – SFPW Yard
	10/26 – PUC WWE
	10/29 – LIB Main*

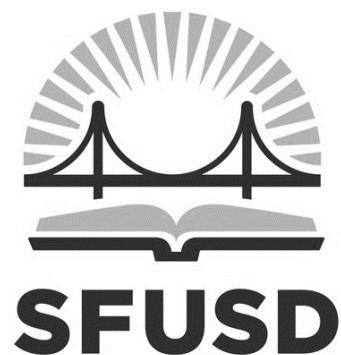


Who can get a flu shot?

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Employees, retirees and spouses/partners of retirees,
from the following 4 employers: CCSF, Unified School District,
Community College District and the Superior Court.

Employee's dependents are NOT eligible for vaccination at worksite flu clinics (e.g., children, spouses, domestic partners).



Champion Roles

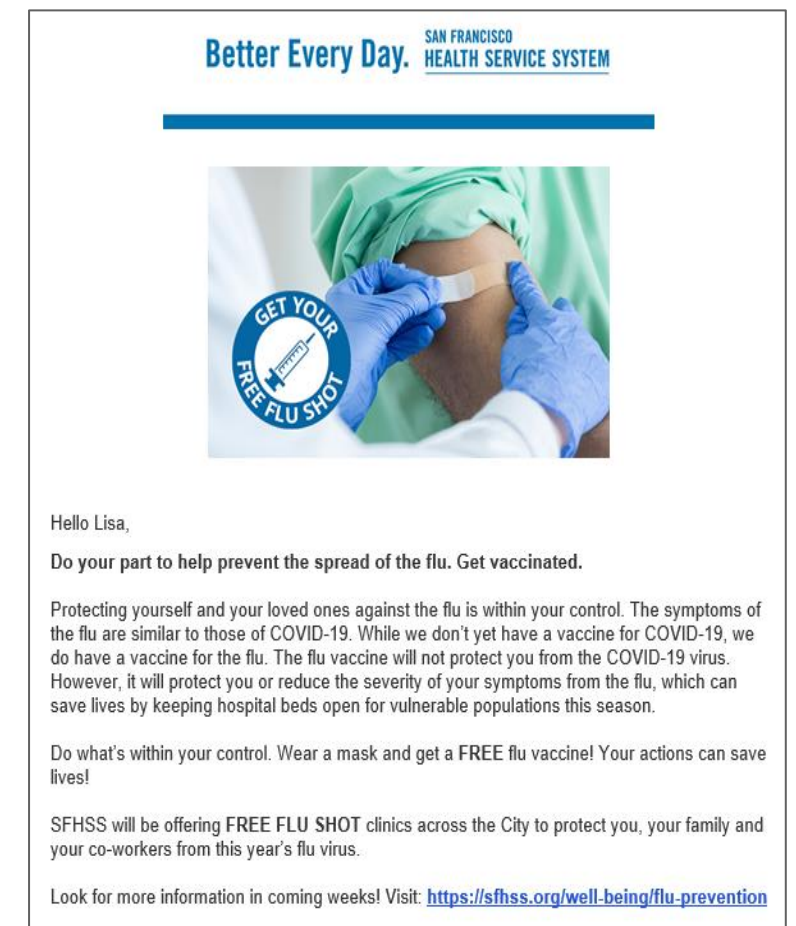
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Clinic Hosts	Champion at Clinic Location	ALL Champions
Reserve location for flu shot clinic and review Flu Clinic Toolkit	Promote clinics to employees in building and/or department specific locations	Raise awareness about the flu prevention campaign
Attend planning call and help coordinate logistics with HSS and provider team	Optional - If you're interested to be a volunteer (1-2 hours) at a clinic contact the Well-Being Team.	Promote ALL "Open" Clinics
Make sure space is setup. Greet provider team on day of clinic and be available as onsite support contact		Promote getting the flu shot through your health plan
Promote clinic to department and staff/employees in building		



Citywide Emails


- 9/14 - Do Your Part to Prevent the Flu (B.E.D Newsletter)
- 9/22 - Schedule Your Flu Vaccination Now! (CCSF clinics & health plan info)
- 10/20 - It's Not Too Late: Schedule Your Flu Vaccination Now!
- Open Enrollment Emails – weekly starting 9/20



Flu Promo Materials

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Site Specific Flyer




Don't let the flu bring you down.

OCTOBER 27, 2021

SF HEALTH SERVICE SYSTEM


CLINIC HOURS
9:00AM – 1:00PM

SFHSS WELLNESS CENTER
1145 MARKET STREET
SUITE 100
SAN FRANCISCO, CA 94103



Use smartphone camera and scan QR code to register for appointment.
Or visit <https://bit.ly/ccsfflu>

Clinic Event Flyer



2021 Flu Shot Clinics

Stay Healthy this Flu Season
SFHSS is offering FREE FLU SHOT clinics across the City to protect you and your co-workers from this year's flu virus.

Appointment Required
Walk-Ins Not Accepted
To ensure the health and safety of employees, retirees, staff and nurses, everyone must schedule an appointment in advance. Details below.

Who is eligible for a flu shot at a worksite clinic?

- Employees from CCSF, USD, CCD and CRT. Worksite clinics are not for spouses/domestic partners and children of city employees.
- Retirees and their spouses/partners of retirees insured through the SFHSS sponsored health plans from the following employees: CCSF, USD, CCD and CRT.


CCSF Clinic Locations

October 7 City Hall 9:00am – 3:00pm 1 Dr Carlton B Goodlett Pl	October 14 County Fair Building 8:00am- 3:00pm 1100 5th Avenue Courtyard	October 19 One South Van Ness 9:00am- 3:00pm 1-South Van Ness 2nd Floor Atrium	October 27 SFHSS Wellness Center 9:00am- 1:00pm 1145 Market St. Suite 100	October 28 Human Services Agency 9:00am- 2:00pm 170 O'Connell St. Born Auditorium	November 2 SF War Memorial 10:00am - 2:00pm 401 Van Ness Ave, Room 302	November 4 Pier 1 7:00am- 1:00pm Embarcadero, Bayside 1
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Health & Safety - What to Expect at a Worksite Clinic:



- Prior to arrival, please complete and print the [Flu Consent and Waiver form](#).
- All participants will be required to complete a [health check](#) at the clinic, prior to obtaining the vaccine.
- Participants must wear a proper face covering that complies with the [CCSF Face Covering Order](#).
- Stay, at least, 6 feet apart from others, except at the vaccination station.
- Prior to sitting down for your flu shot, please use the hand sanitizers provided.

Schedule an Appointment Today!
To schedule a flu shot appointment visit the [Online Scheduler](#) or use a smartphone camera and scan the QR Code.



Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM sfhss.org/well-being/flu-prevention

Retiree Flyer

Protecting yourself against the flu is now more important than ever.
An annual seasonal flu vaccine is the best way to help protect against the flu. Getting the flu vaccine will not protect you from the COVID-19 virus, however, it will help you increase your protection against other respiratory illnesses and protect vulnerable populations during the flu season. To find out more, visit [cdc.gov](https://www.cdc.gov).

- If you're over 65, you're at greater risk.**
Getting a flu vaccine is an important step to protecting yourself. If you are 65 years or older, have asthma, diabetes, or chronic lung disease, you are at a higher risk for developing complications from the flu, like *pneumococcal pneumonia*.
- We're all in this together.**
Avoid close contact with people who are sick. Stay home when you are sick and if you need to be around others, wearing a properly fitting mask can protect those around you from contracting the virus.
- Everybody needs a flu shot. Every year.**
When you get a flu shot, you're not just protecting yourself, you're also protecting your family and friends. You can't get the flu from a flu shot, but it does take 2 weeks for the vaccine to reach its full potential.
- Wash your hands for 20 seconds. Cover your mouth and nose.**
It is important to practice good health habits like washing your hands often. If soap and water are not available, use an alcohol-based hand sanitizer. Cover your mouth and nose with a tissue when coughing or sneezing to help prevent the spread of germs.

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Online Flu Materials

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Website: <https://sfhss.org/well-being/flu-prevention>



Protect yourself, your family, and your co-workers from this year's flu virus. Symptoms of the Flu and COVID-19 are similar (e.g., fever, cough, fatigue, difficulty breathing, headaches, muscle pain, etc.). Take action, help prevent spreading the flu and get vaccinated. Getting the flu vaccine will not protect you from the virus that causes COVID-19, however; it will help prevent the overall burden of respiratory illnesses and protect vulnerable populations this season.

SFHSS and your health plan will be offering FREE FLU SHOT clinics across the City and in your area to protect you and your co-workers from this year's flu virus.



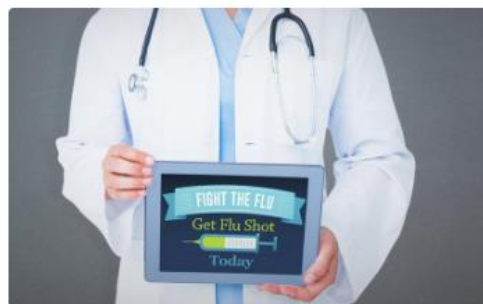
Did You Know?

CCSF flu shot clinics are for employees, retirees and spouses/domestic partners of retirees. CCSF clinics are not for children, dependents, spouses, and domestic partners of employees. Please contact your healthcare provider on how to receive a flu vaccination.

CCSF Flu Shot Clinics

Appointments Available Starting September 20

- **October 7 - City Hall 9am-3pm**, 1 Dr. Carlton B Goodlett Pl, South Light Court
- **October 14 - County Fair Building 8am-3pm**, 1199 9th Avenue, Gallery Courtyard
- **October 19 - One South Van Ness 9am-3pm**, 1 South Van Ness, 2nd Floor Atrium
- **October 27 - SFHSS Wellness Center 9am-1pm**, 1145 Market St. Suite 100
- **October 28 - SFHSA 9am-2pm**, 170 Otis St, Born Auditorium
- **November 2 - SF War Memorial 10am-2pm**, 401 Van Ness Ave, Room 302
- **November 4 - SF Port 7am-1pm**, Pier 1 Embarcadero, Room Bayside 1



Department Specific Flu Clinics

Department specific flu shot clinics are restricted clinics available for first responders and employees that have building access only. Please be on the lookout for emails from your department on how to schedule an appointment.

[View Restricted Clinics](#)

Appointments - Microsoft Bookings

CCSF Flu Shot Clinics 2021

City Hall Flu Shot Clinic 10/7

City Hall Flu Shot Clinic 10/7 5 minutes Free	1SVN Flu Shot Clinic 10/19 5 minutes Free
HSA-Otis Flu Shot Clinic 10/28 5 minutes Free	Pier 1 Flu Clinic 11/4 5 minutes Free
SF Rec & Park Flu Clinic 10/14 5 minutes Free	SFHSS Wellness Center Clinic 10/27 5 minutes Free
SFWAR Flu Clinic 11/2 5 minutes Free	

October 07

< > October 2021

Su	Mo	Tu	We	Th	Fr	Sa	9:10 am	9:15 am	9:20 am
					1	2	9:25 am	9:30 am	9:35 am
3	4	5	6	7	8	9	9:40 am	9:45 am	9:50 am
10	11	12	13	14	15	16	9:55 am	10:00 am	10:05 am
17	18	19	20	21	22	23	10:10 am	10:15 am	10:20 am
24	25	26	27	28	29	30	10:25 am	10:30 am	10:35 am
31									

Flu Resources

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KP Video - Cold vs. Flu vs. Coronavirus

https://healthy.kaiserpermanente.org/health-wellness/videos/covid-19/symptoms-cold-flu?wt.tsrc=email_COVID

SFDPH Website

<https://www.sfcddcp.org/>

CDC Websites

<https://www.cdc.gov/flu/season/index.html>

<https://www.cdc.gov/flu/season/faq-flu-season-2021-2022.htm>

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/expect.html>

<https://www.cdc.gov/coronavirus/2019-ncov/variants/variant.html>


Flu and COVID-19: Similarities and Differences

<https://www.youtube.com/watch?v=KckUy7xqyxw>

SFHSS Video - Skip the Flu. Get the Flu Shot.

<https://www.youtube.com/watch?v=hMQlp4MUXqk&t=3s>

COVID-19 vs Flu		
	COVID-19	Flu
✓ Common	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✗
⊖ Less Common	⊖	⊖
⊖	⊖	⊖
✗ Not Common	✓	⊖
Severity	Varies. Older adults and people with certain underlying conditions are at higher risk of severe illness. Seems to cause more severe illness in more people than flu.	Varies. Young children, older adults, and people with certain chronic conditions are at higher risk of severe illness.
Onset of symptoms	Later (2-14 days after infection)	Earlier (1-4 days after infection)
Cause	SARS-CoV-2	Influenza viruses

 [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)
321952-A | 1/21/2021



Get Ready for Open Enrollment (OE)

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- OE period 10/1 – 10/29
- 18 Live virtual OE webinars
- Promote and save-the-dates to learn about your benefits
- New health plan and benefits for 2022
- No RSVP needed - click on links to join

For more info visit:

<https://sfhss.org/oe2022> - **LIVE 9/27**

<https://sfhss.org/oe2022/calendar>

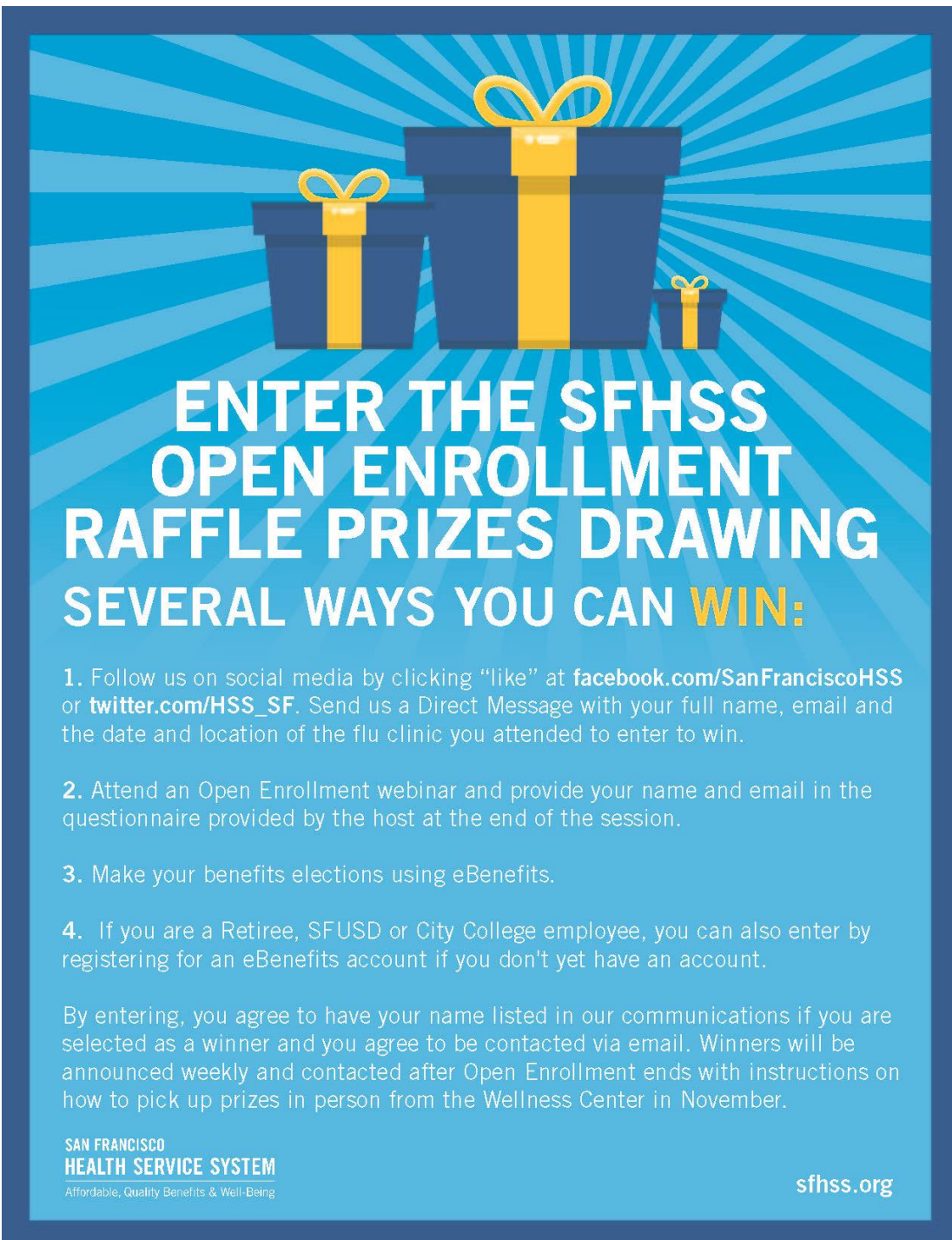
Promo Video:

<https://youtu.be/bDokce2CNA0>

Active Employee & Early Retiree – General Health Plan Overview 9/13 – 1pm 10/13 – 11am 10/26 – 12pm	eBenefits Account Registration 9/27 – 9am 10/4 – 1pm 10/18 – 12pm
Medicare Retiree – General Medicare Plan Overview 10/6 – 9am 10/20 – 11am	Starting a Family 10/5 – 12pm
Mental Health Support 10/6 – 12pm	Managing Chronic Conditions 10/7 – 12pm
Flexible Spending Account (FSA) 10/12 – 12pm	Retirees Dental & Vision 10/12 – 9am
Navigating eBenefits to Make Open Enrollment Elections 10/14 – 1pm 10/25 – 12pm	Staying Healthy 10/19 – 12pm
Managing Serious Illness & Advanced Care Directive 10/20 – 12pm	Active Employees Dental & Vision 10/21 – 12pm

OE Raffle Drawings

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**ENTER THE SFHSS
OPEN ENROLLMENT
RAFFLE PRIZES DRAWING
SEVERAL WAYS YOU CAN WIN:**

1. Follow us on social media by clicking “like” at facebook.com/SanFranciscoHSS or twitter.com/HSS_SF. Send us a Direct Message with your full name, email and the date and location of the flu clinic you attended to enter to win.
2. Attend an Open Enrollment webinar and provide your name and email in the questionnaire provided by the host at the end of the session.
3. Make your benefits elections using eBenefits.
4. If you are a Retiree, SFUSD or City College employee, you can also enter by registering for an eBenefits account if you don't yet have an account.

By entering, you agree to have your name listed in our communications if you are selected as a winner and you agree to be contacted via email. Winners will be announced weekly and contacted after Open Enrollment ends with instructions on how to pick up prizes in person from the Wellness Center in November.

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HEALTH SERVICE SYSTEM
Affordable, Quality Benefits & Well-Being

sfhss.org

Several Ways To Win:

1. **Follow us on social media** by clicking “like” at facebook.com/SanFranciscoHSS or twitter.com/HSS_SF (Send us a Direct Message with your full name, email and the date and location of the flu clinic you attended to enter to win).
2. **Attend an Open Enrollment webinar** and provide your name and email in the questionnaire provided by the host at the end of the session.
3. **Make your benefits elections using eBenefits.**
4. **If you are a Retiree, SFUSD or City College employee**, you can also enter by registering for an eBenefits account if you don't yet have an account.

Flu Prevention Campaign Next Steps

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- ✓ **Raise Awareness – Start Promotions NOW!**
 - Send emails, add to newsletters, make announcements
 - Share/post flyers, appointment links, & flu campaign website
- ✓ Attend planning call if you're hosting a flu shot clinic
- ✓ Promo materials will be share after training
<https://sfhss.org/well-beingatwork/trainings>





How We Reintegrate & Why it Matters



Supporting Employees Through Transition

Stressors associated with returning to work

- **Health & Safety**
- **Social Interactions**
- **Uncertainty in Re-Integration**

Important Considerations for Re-Integration

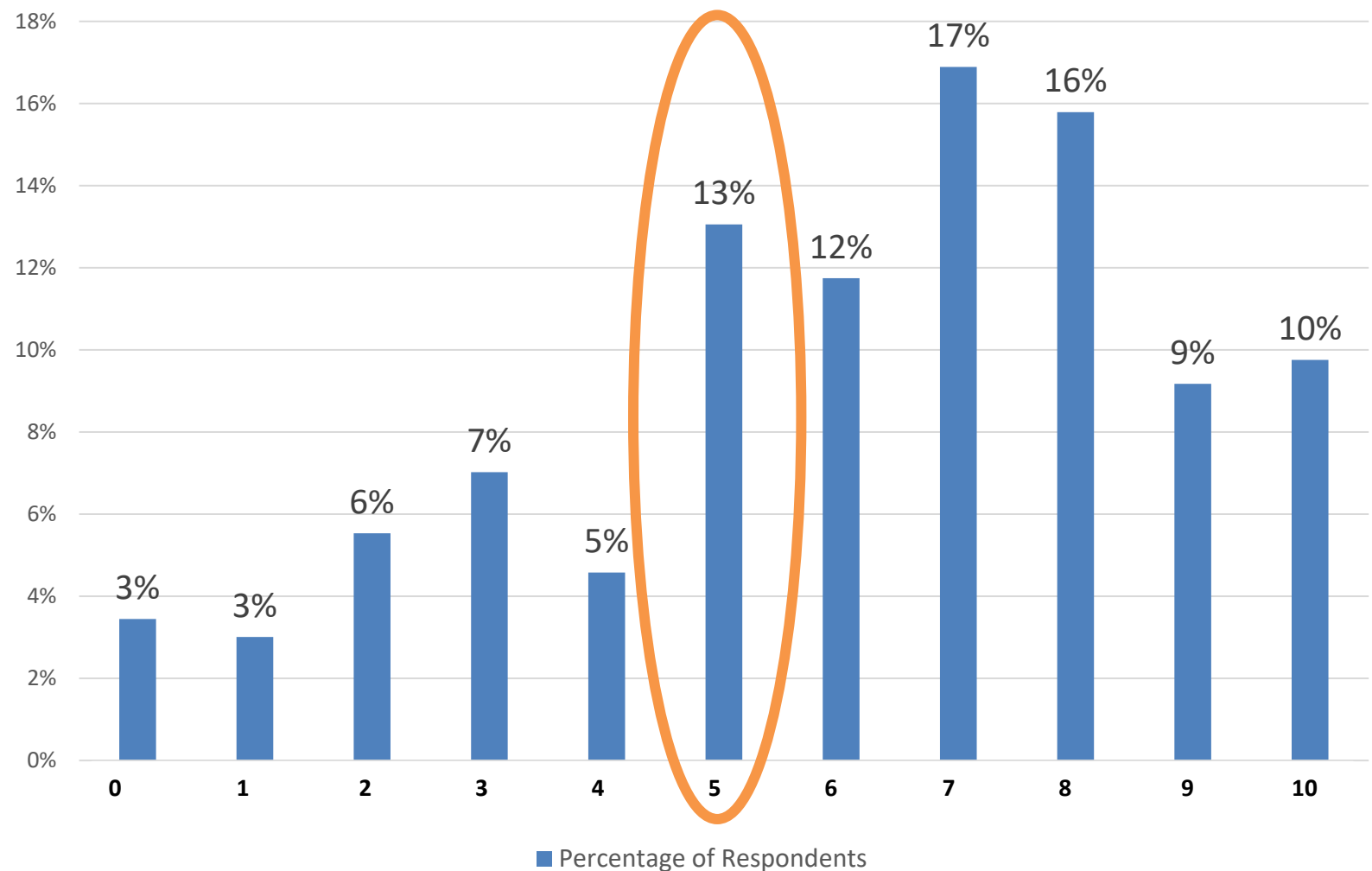
- **Varied Experiences During the Pandemic Response**
- **Emphasize Support Resources**
- **Overcommunicate**
- **Lead by Example in Creating a Culture of Well-Being**

Beyond Covid Results

Participation

- 6181 preliminary participation
- 22% participation city wide (Total of 4% higher compared to last year)
- 37 departments met 20% goal in 2021 whereas 35 met the 20% goal in 2020

STRESS SCORE:
Percentage of Respondents



Beyond Covid Results

Correlation between stress and employee support


- **Stress Score:** on a 0 – 10 scale with 0 = No Stress and 10 = Extreme Stress
- **Perceived Stress:** Made up of a series of questions that relates to how someone perceives what is happening in their life within a short period of time (30 days).

	Strongly Agree - Agree	Strongly Disagree - Disagree	% increase Stress Score WITHOUT SUPPORT
Stress Avg. Score	5	8	46%
Perceived Avg. Stress	19	29	42%

Return to Work Guide

For Supervisors (Page 1)

Returning to Work Guide



Moving towards recovery from the COVID-19 pandemic means organizational on-site operations will resume. Supporting the health and well-being of staff is critical. Proper planning will support strong working relationships, reduce anxiety, and facilitate a positive working atmosphere.

For Home Department Supervisors

Leaders must focus on relational practices to help support staff in the transition back to their home department. Consider the following tips to help cultivate staff cohesion and community in returning to work. Register for [Mental Health First Aid Training](#) for additional support with returning to work.

GAUGE CURRENT STAFF WELL-BEING

Assess staff concerns, fears, and hopes about returning to the worksite. Use the information gathered to guide your efforts in implementing staff support for the return to work.

- Facilitate an **all-staff survey** to give staff members a voice and discuss options to address results with staff.
- Have 1:1 conversations with DSW deployed staff to **learn about their experience** and ask how you can support their transition back.

FOCUS ON COMMUNITY BUILDING & CONNECTION

Your staff have not shared the same space for a while. Focus on bringing everyone together to re-establish community and focus on being present and supportive to one another.

- Establish welcome back activities for staff reconnection such as a morning huddle to share stories of appreciation for what staff missed. Brainstorm best practices with HR.
- Communicate often regarding health & safety policies and changes to work flow-- Ensure a climate where staff can be open about their experience, feelings, and concerns.

PROVIDE SPECIFIC, GENUINE, FREQUENT APPRECIATION TO STAFF

Assess staff concerns, fears, and hopes about returning to the worksite. Use the information gathered to guide your efforts in implementing staff support for the return to work.

- Download the **SFHSS Recognition & Appreciation Guide** and identify at least one leadership practice and one peer-to-peer practice to implement for your team.
- If you don't have an established recognition program and are interested in piloting one, Email well-being@sfgov.org

For additional support with organizational transition related to returning to work consider a consultation with SFHSS Employee Assistance Program. Contact eap@sfgov.org

SFHSS.ORG/WELL-BEING

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HEALTH SERVICE SYSTEM
Better Every Day.

- Gauge current staff well-being
*Promote SFHSS Citywide Well-Being@Work Survey!
- Focus on community building with re-integration activities and encouraging supervisors to check-in and communicate with staff often.
- Recognize and appreciate staff to support staff through the uncertainties of transitioning into this “new normal”

Return to Work Guide

For Employees (Page 2)

Returning to Work Guide

For Staff Returning to Home Departments

The American Psychological Association reports that Americans are experiencing the highest levels of stress since April 2020, and that 84% of adults surveyed experienced feelings of anxiety, sadness or anger. Just as we all had different pandemic experiences, our re-entry experiences will be diverse. It's important to remember. Feeling stressed is not a sign of weakness, it is normal in these circumstances. Use the tips below to support your transition in returning to work.

TAKE CARE OF YOURSELF

After being away and taking care of others, you probably need some time focusing on and taking care of yourself. Pay attention to your health and create habits that incorporate self-care into your daily routine.

✓ Consider taking time off before returning to work. Use **DHR approved paid-time-off** options to provide yourself some time to adjust. Discuss options with your Supervisor.

✓ Schedule a specific time or day to relax and build in down-time. Go easy on yourself and **reflect on what you need to cope** and adjust to returning to work.

TALK ABOUT YOUR EXPERIENCE

Returning to your home department will be easier if you can talk with people you trust about your feelings and experiences. It's important to share how you might be feeling about work-life balance, re-integrating back into the workplace, and what you experienced in the last year.

✓ Talk to coworkers and lean on one another to discuss the transition of returning to work

✓ For DSWs, share your experience with your supervisor and identify opportunities to enhance your job responsibilities with new skillsets gained from your DSW deployment.

DON'T WAIT, SEEK OUT SUPPORT

Take some time to think about what returning to work means to you. Take good care of yourself and utilize available services to support this transition— seek out help and support to navigate steps you need to take to ensure you manage stressors associated with returning to work.

✓ **Talk to a therapist** about finding ways to better understand yourself and identify strategies to discuss any concerns you may have about returning to work.

✓ Learn how to recognize distress in yourself and others and build essential skills for self-care during times of distress. Register for **Stress First Aid Training**.

SF City Employee Benefits:

Employee mental health benefits are available through all City-negotiated health plans.

Learn more about your health plan options.

SFHSS.ORG/WELL-BEING

SAN FRANCISCO
HEALTH SERVICE SYSTEM
Better Every Day.

Communicate often with staff regarding the transition back to work.

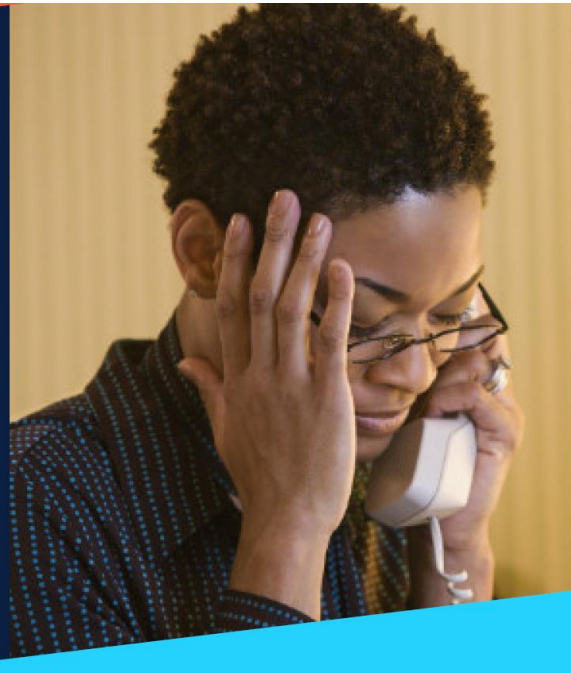
Support staff throughout transition by addressing uncertainty with the following key messages:

- Take care of yourself
- Talk about your experience
- Don't wait, seek out support

Resiliency and Support Visual Reminders (PDFs and Digital Display)

Reach Out & Connect

Identify a "buddy" at work and make an effort to connect and check-in on one another. Create a routine to give each other a boost of support every day!



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Daily Self-Care Reminders

- It's not selfish to take breaks
- Make time for self-care and recharge with well-being practices
- Don't wait— Ask for help



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Check This Out!

CredibleMind

Access well-being resources including articles, podcasts, apps, self-assessments and more!

sfhss.org/crediblemind

Tap into this resource:



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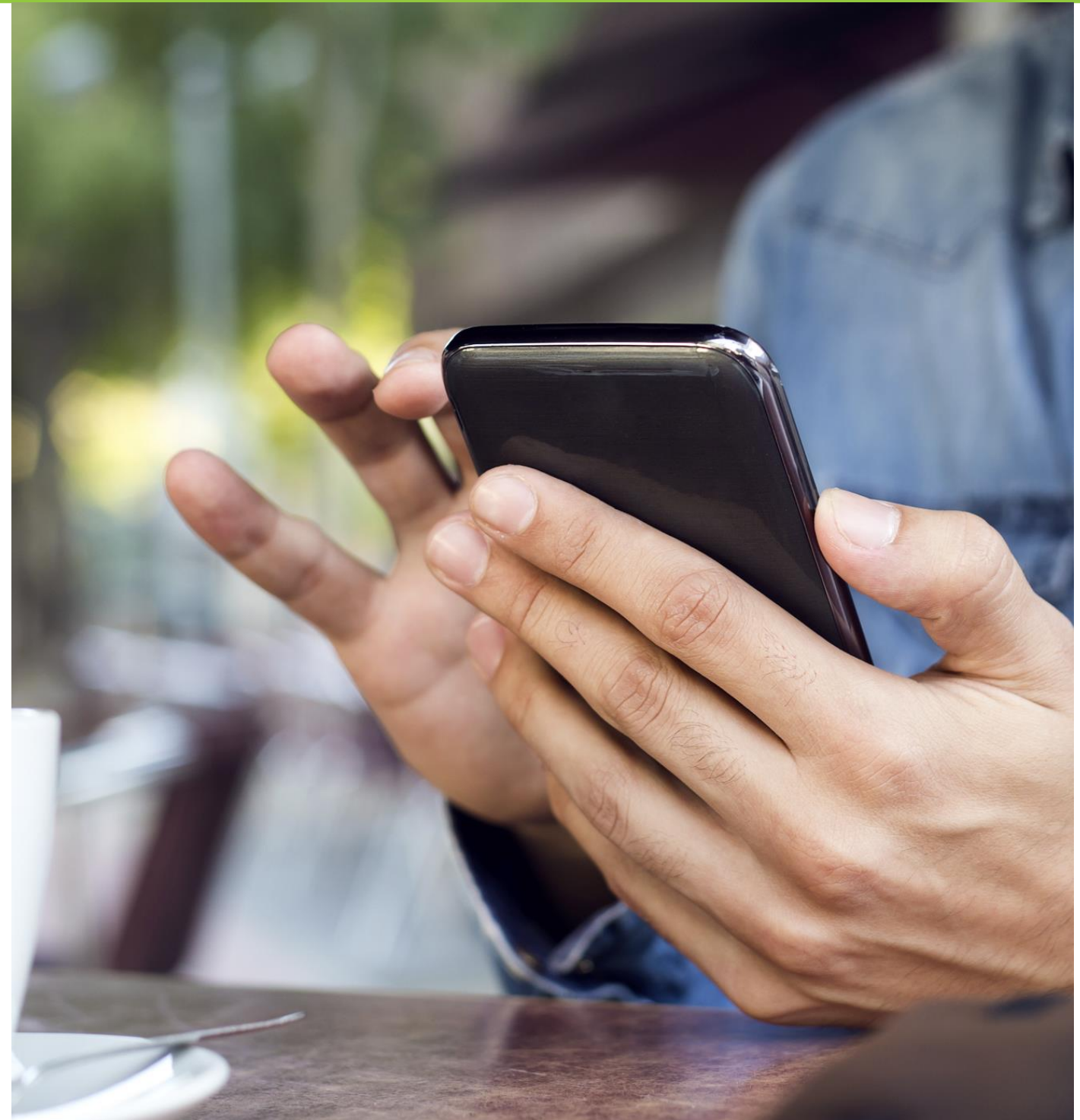
SFHSS Employee Assistance Program

SFHSS EAP

eap@sfgov.org

(628) 652-4600 or (800) 795-2351

- Six sessions in a 12-month period
- Counseling services are confidential, free, voluntary
- Services are available via phone and video
- During non-business hours services re-route to ComPsych as a referral service



Know Your Resources

Crisis Resources

The National Crisis Hotline
(800) 273-8255

National Domestic Violence Hotline
(800) 799-7233
<https://www.thehotline.org>

City Mental Health Benefits



BlueShield of CA
(877) 263-9952

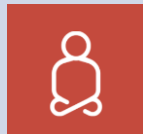


Kaiser Permanente
(800) 464-4000 OR <http://www.kp.org/mentalhealth>

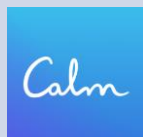


UnitedHealthcare PPO (City Plan)
(866) 342-6892 OR <http://www.welcometouhc.com/sfhss>

Online-based Applications



Liberate Meditation
A free meditation app developed by and for BIPOC
<https://liberatemeditation.com>



Calm
An app for anxiety, sleep, mindfulness and meditation.
www.calm.com



Headspace
An app for anxiety and coping with stress
www.headspace.com

Websites

SF Health Service System- Stress Management
Helpful information about programs and resources from SFHSS
www.sfhss.org/well-being/stress-management

CredibleMind
A clearinghouse of information, assessments, short videos, and resources for Mental Well-being. <https://sfhss.org/crediblemind>

HelpGuide
Helpful articles and videos on mental health topics. www.helpguide.org

Guest Speaker:

Jeannette Longtin, MBA, CEAP, LMFT, Certified Workplace Mediator

Jeannette is an SFHSS EAP Counselor who provides the many services offered by the Employee Assistance Program. With 36 years of experience as a therapist, management consultant & crisis responder, Jeannette works with all levels of employees as a counselor, consultant, coach, facilitator, critical incident responder and workplace mediator. Jeannette holds a key role in EAP trainings development, marketing EAP services, providing communications about mental health and working to de-stigmatize mental health for our employee population. Jeannette is also the EAP liaison for the first responder departments and to our external EAP vendor.





Emotional Well-Being & Resiliency In The Workplace... *It starts with you!*

Presented by San Francisco Health Service System

Employee Assistance Program

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Better Every Day.

Figuring Out The New, New Normal

The Impact of Work Experiences

- Continuous Work On Site
- DSW Deployment(s)
- Remote Work
- Paid Leave / Unpaid Leave
- Out of Comfort Zone
- Trauma Experiences
- Sense of Accomplishment

Anticipation of Work Experiences

The Commute, Delta/Mu Variant, Expectations, Back to Pre-COVID, Equity, Safety, Never Ending Stress

The Impact of Home Life Experiences

- School
- Families
- Work-Life Balance
- Pets
- Social Life Changes
- Commute

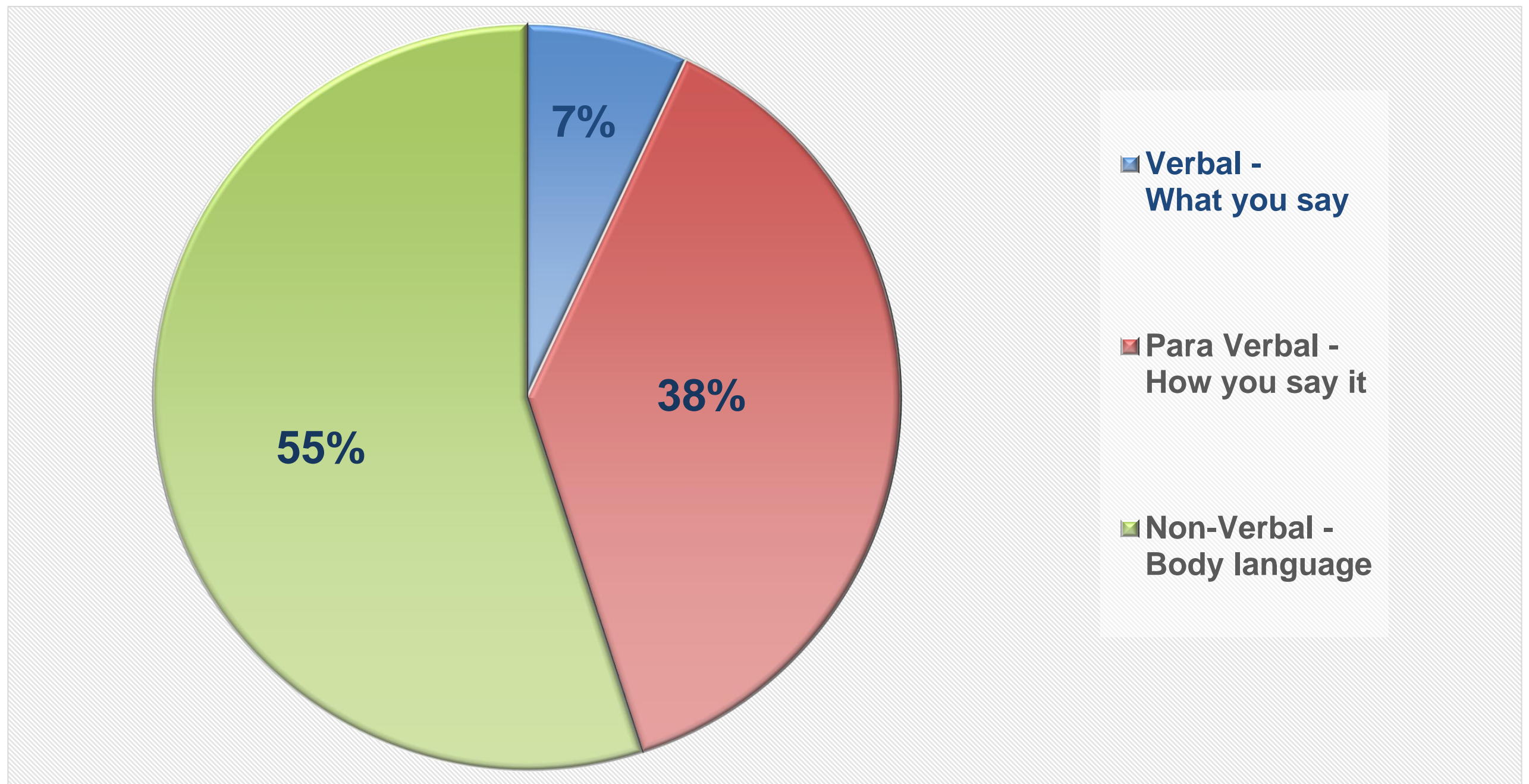
Anticipation of Home Experiences

Families' Changing Environment, Less Time, Worry about Pets & Children, Work-Life Balance, Family Safety

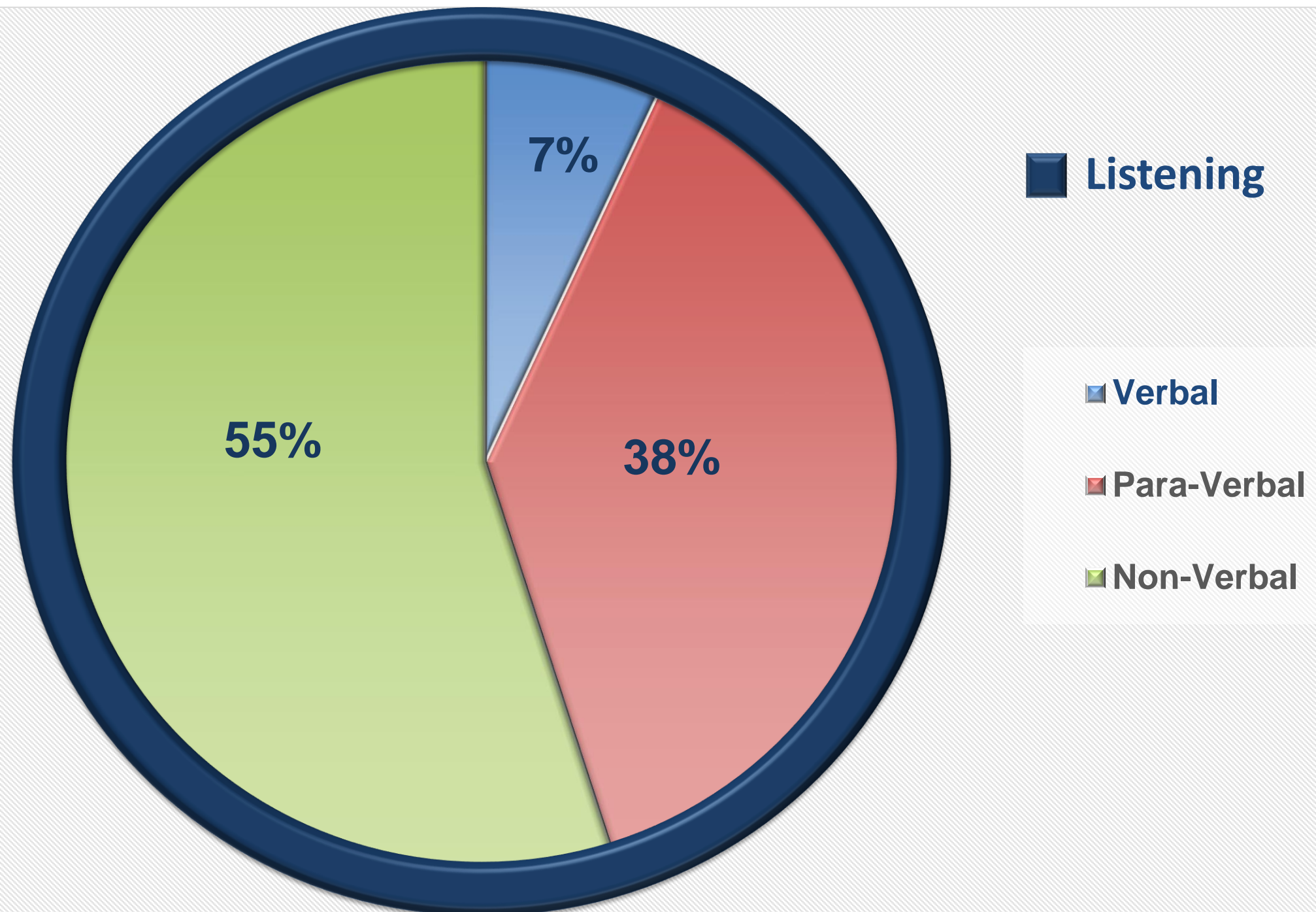


Excellent Communication Is Key


Communication has 3 main components.



The 4th Component... Listening



Listening – How You Take In Information

- 
- R** – Receive what the person is saying
 - A** – Appreciate where they are coming from
 - S** – Summarize what you have heard
 - A** – Ask clarifying questions - *To ensure understanding*

A Primary Need ... To Feel Heard, Understood, Valued & Validated

Your goals as listener are to:

- Show you are hearing
- Show you are understanding
- Show you value what they think and feel
- Attend to all aspects of communication
- Quiet your own thoughts





**Let's Practice This
Important Skill**



LISTENING WITH RASA

INSTRUCTIONS FOR BREAKOUT ROOMS:

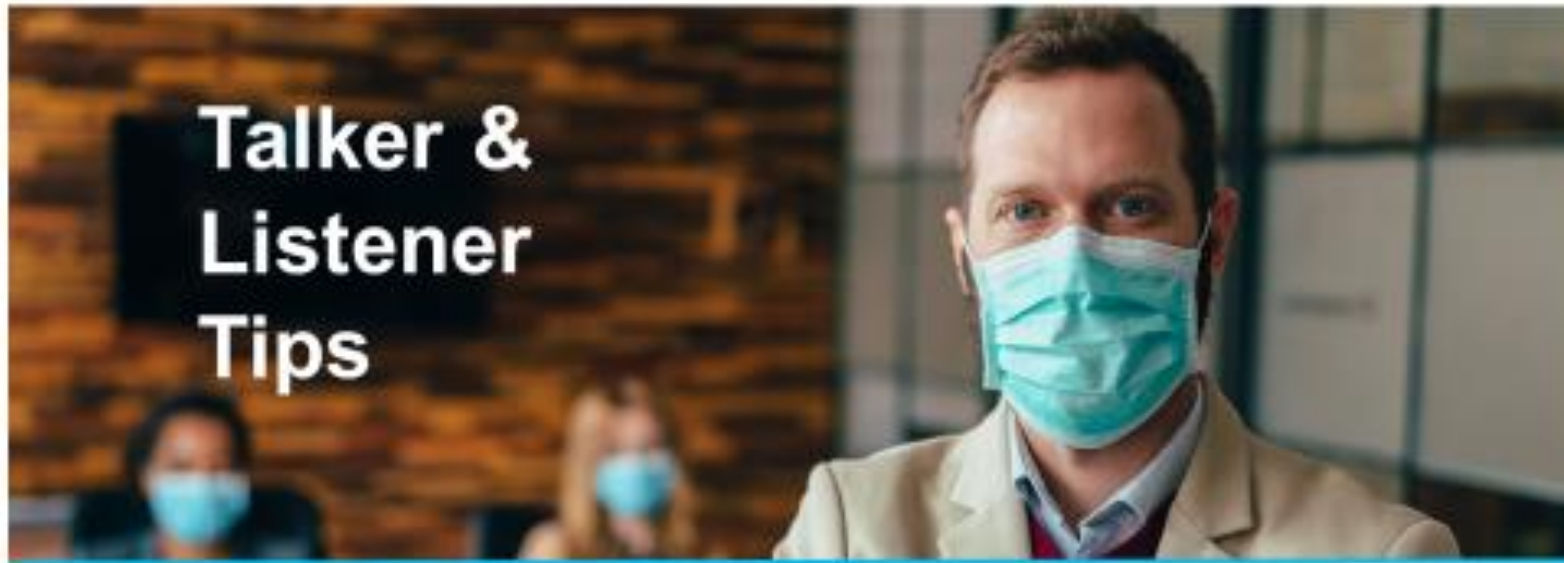
You will randomly be paired up with a partner

- One Listener
- One Talker
- Two Rounds –3 Minutes Each (Keep Time!)

(Each person has a turn being talker & listener)

- **Talker:** Talk about something you learned (a skill) or something you learned about yourself during the pandemic.
- **Listener:** Use RASA to practice being a good listener.

Talker & Listener Tips



Talker:

- Sometimes emotions can get triggered during exercises.
- Play it safe and stick with subject matter that is **not** going to be triggering for you.
- Do not expect to get a problem solved. Your partner is going to practice being a **listener**.

Listener:

- **Resist** the desire to jump in and solve a problem.
- Think about **compassion vs. solution**.
- Listening can be enough, and all a person needs – **practice the RASA skill**.

- R** – **Receive** what the person is saying
- A** – **Appreciate** where they are coming from
- S** – **Summarize** what you have heard
- A** – **Ask** clarifying questions to ensure understanding



Let's Debrief Together

- How did it feel to be listened to?
- What were your biggest take-aways from this exercise?
- Other thoughts?

Opportunity Awaits...

For conversation, listening & building your teams

If your employees are coming back into the workplace or if they have never left, experiences of the last 18 months provide opportunity to:

- Check-in
- Re-set
- Allow your employees to be heard

Use the prompts handout for suggestions about how to start conversations in your 1:1's, with a co-worker and in team meetings.



Opportunity Awaits...

For conversation, listening & building your teams

We all have thoughts and feelings about the ongoing changes that continue to occur in our pandemic world at work and at home. We have been called upon to be flexible, step out of our comfort zone and make changes in our lives that at times have caused fear and disruption.

Providing opportunity for employees to talk about their concerns and learnings over the past 18 months and how they are doing is one way, that you, as a leader, can help to build a culture of caring. You will find some prompts below for 1:1's and on the next page for team meetings.

PROMPTS FOR 1:1's

- What have you learned about yourself at work during the past 18 months that you think would be helpful for me to know?
- How are you hoping I can support you?
- Have you learned any new skills during DSW deployment or created systems for yourself that I can support you continuing to use?
- What concerns do you have about your return to the workplace? How are you hoping I can support you in those concerns?
- What concerns do you have about the workplace regarding where we are in the pandemic?
- How are you feeling about coming back to the workplace?
- What is your plan for self-care while at work?

Prompts for Group Meetings:

- ❑ What have you learned about yourself over the last 18 months what you would feel comfortable sharing? *If no one shares, you can start it off by sharing something positive like, "I learned I need to engage in self-care in times of stress and uncertainty."*
- ❑ What have you been doing for self-care at work and at home during the last 18 months?
- ❑ What are your concerns about the workplace and what would support look like for those concerns? *Always start with a response that acknowledges the concern and the hope for support and lead with what you can do.... Sometimes, listening and showing staff they are heard, understood, valued and validated is enough.*
- ❑ This has been and continues to be a very challenging and difficult time for all of us in one way or another, how would you as a team like to press the "Re-start" button here at work?
- ❑ As we really need to re-build as an in-person team, what ideas do you have for team-building?
- ❑ As we have persevered throughout this last almost two years as an on-site team, what do you need to feel cared for and appreciated by leadership and by one another?
- ❑ What has been your most positive experience during the last 18 months?
- ❑ What are the biggest challenges that you see ahead for the workplace and what are your ideas for over-coming or just dealing with the challenges? There are no right or wrong responses.



You likely have other or additional ideas, and we encourage you to make these prompts your own. Please reach out to EAP for a consultation or with any questions: (628) 652-4600. Ask for an HSS EAP Counselor.

Thank You For Your Participation



THANK YOU!

Q&A



WELL-BEING@WORK



Your Next Steps:

1. **Review slides and share** return to work resources that can be used to support employees at your workplace
2. **Promote Upcoming Flu Clinics** to your department
3. **Submit Spotlights!** Share what you did for Q1 – Due 10/8
4. **Finalize 2021-22 Annual Plan** before your check-in with Well-Being Coordinator!