

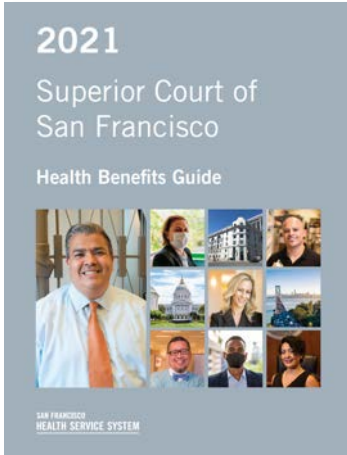
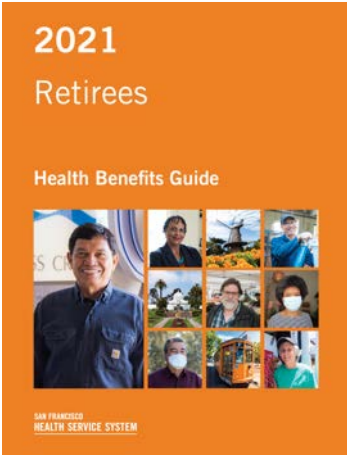
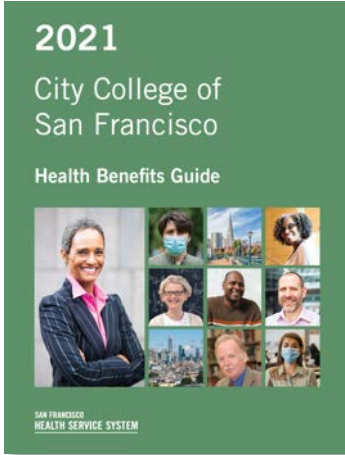
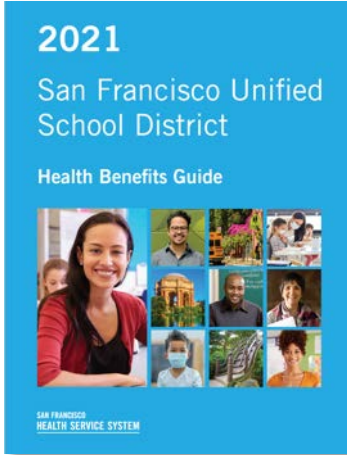
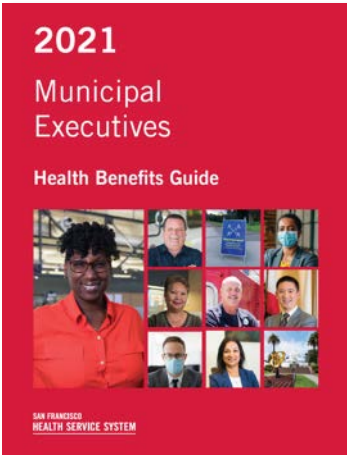
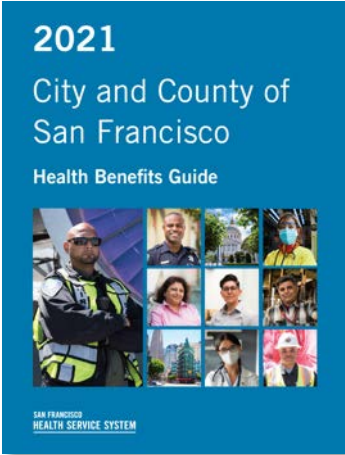
# SFHSS Open Enrollment Update and Worksite Flu Clinics

September 10, 2020





# 2021 Benefit Guides



# OE Mailings

**Total packets being mailed: 76,904**

- CCD: **1,336**
- CCSF / CRT / COMM: **31,605**(27,356 eBenefits)
- MEA: **1,339**(all eBenefits)
- USD: **7,127**(all eBenefits )
- RET-Medicare: **24,257** (236 eBenefits)
- RET-Non-Medicare: **6,136**(412 eBenefits)
- Waived (Actives & Retirees): **5,104**

## Virtual Open Enrollment!

- 18 benefits analysts have successfully provided virtual member services since March 16<sup>th</sup>.
- Member services will continue to provide virtual assistance through telephone consultation during the open enrollment month of October. There will be no face-to-face member interaction and SFHSS offices will remain closed the public.
- Up to 7 individual offices are set up at 1145 Market St location are set up for staff to work on site if needed.
- Majority of active employees and over half of our retirees have access to self service. However our members will be able to mail, fax or drop off paper applications during the month of October.

# Virtual Open Enrollment!

This year, SFHSS is hosting **Virtual Health Fairs** to keep everyone informed safely.

## **October 1**

Medical Plans Webinar  
**(Active employees)**  
12pm-1pm

## **October 7**

Medical and Dental Plans  
Webinar  
**(Retirees)**  
12pm-1pm

## **October 14**

Voluntary Benefits Webinar  
**(Active employees)**  
12pm-1pm

## **October 14**

Flexible Spending Accounts  
(FSAs),  
Dental and Vision Plans  
Webinar  
**(Active employees)**  
5:30pm-6:30pm

## **October 21**

Voluntary Benefits Webinar  
**(Active employees)**  
5:30pm-6:30pm

## **October 26**

Medical Plans Webinar  
**(Active employees)**  
5:30pm-6:30pm



# SHFSS Worksite Flu Clinics

## Flu Clinic Background:

- Partner with Kaiser Permanente
- Previous Years
  - ✓ Offered 26-27 worksite flu clinics
  - ✓ Approximately 4,700+ vaccinations are provided
- Open and Restricted/Closed Clinics
  - ✓ Open – any city employee and/or retiree can get vaccinated at this location
  - ✓ Restricted/Closed – any city employee that has building access and first responders can get vaccinated at this location
- Serve employees and retirees, including spouses and domestic partners of retirees of the four employers (CCSF, USD, CRT, CCD)





# SHFSS Worksite Flu Clinics

20 Clinics Currently Confirmed – 4 Currently Open

As of 9/4/2020



DATE	TIME	LOCATION	ACCESS
10/1/2020	5:00am-9:00am 11:00am-5:00pm	DEM (1011 Turk St)	Restricted Access
10/5/2020	8:00am-12:00pm	PUC Sunol Yard (505 Paloma Way Sunol, CA)	Restricted Access
10/6/2020 10/14/2020	8:30am-4:00pm 8:30am-4:00pm	COVID COMMAND CENTER: Moscone Center South	Restricted Access
<b>10/7/2020</b>	<b>8:00am - 2:00pm</b>	<b>SFFD Headquarters (698 2nd St)</b>	<b>Open</b>
10/7/2020	7:00am-2:00pm	PUC-CDD (1990 Newcomb Ave.)	Restricted Access
<b>10/8/2020</b>	<b>8:00am - 3:00pm</b>	<b>County Fair Building - Golden Gate Park (1199 9th Ave)</b>	<b>Open</b>
10/13/2020	9:00am-4:00pm	SFPD Headquarters (1245 – 3rd Street)	Restricted Access
10/15/2020	11:00am-4:00pm	MTA-MME (601 25th Street)	Restricted Access
10/19/2020	7:30am-1:00pm	PUC-WST (1000 El Camino Real, Millbrae, CA)	Restricted Access
<b>10/20/2020</b>	<b>10:00am-3:00pm</b>	<b>SF War Memorial (401 Van Ness Avenue)</b>	<b>Open</b>
10/21/2020	9:00am-3:00pm	San Francisco Public Works (2323 Cesar Chavez)	Restricted Access
<b>10/22/2020</b>	<b>9:00am-4:00pm</b>	<b>1 South Van Ness Ave (2nd Floor Atrium)</b>	<b>Open</b>
10/26/2020	12:00pm-4:00pm	PUC-CSD (1603 Griffith Street)	Restricted Access
10/27/2020	8:00am-2:00pm	PUC-WWE (750 Phelps Street)	Restricted Access
10/28/2020 11/4/2020	8:00am-1:00pm 11:00am-3:00pm	49 South Van Ness Ave	Restricted Access
10/29/2020	7:30am-12:00pm	PUC-HHWP (Mocassin, CA)	Restricted Access
11/3/2020	9:00am-4:00pm	Hall of Justice (850 Bryant Street)	Restricted Access

# SHFSS Worksite Flu Clinics

## Planning and Communication

- **Communication Plan**
  - ✓ City Wide Emails – employees
  - ✓ Targeted emails to members based on health plans
  - ✓ Text through citywide bridge system
  - ✓ Key Player Network
  - ✓ Push notifications through CORDICO (1<sup>st</sup> responder groups)
- **Planning Meetings Prior to Event**
- **Departmental Toolkits**
  - ✓ Health and Safety Measures
  - ✓ Roles and Responsibilities
  - ✓ Employee Flow/Experience
  - ✓ Floor Plan
- **Health and Safety Precautions**
  - ✓ Appointments
  - ✓ Require proper PPE
  - ✓ Health screening prior to attending clinic
  - ✓ Participants complete consent form prior to event
  - ✓ Directional signage
  - ✓ Separate Entrance and Exit
  - ✓ Regular cleaning and sanitization of chairs, nurse stations and administration check in table
  - ✓ Reduced the number of vaccinations per hour (12/hour per nurse)

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### Worksite Flu Clinic Health and Safety Measures

To help ensure the safe delivery of care during vaccination visits, SFHSS will confirm that departments are familiar with, support and are in compliance with all requirements set forth in [Health Officer Directive No. 2020-18](#) and [City's Health Order and Guidance](#). Outlined below provides specifics to CCSF on-site flu clinics.

#### Signage & Education

- Provide directional signage on entrance and exits
- Provide staffing to assist in ensuring flow and distancing
- Post [health screening questions](#)
- Provide a [handout health screening questions](#)
- Provide Flu and COVID-19 symptom checker
- Provide Flu FAQs

#### Health Certification

- Employees will be required to complete the health self-assessment to attending the clinic through <https://sf.gov/check-your-health-ch> department has their own screening process, this will supersede assessment certification
- Employees that do not complete the health self-assessment certification event and retirees, will have their temperature\* taken by an SFHSS staff ask the employee to read the health screening questions and answer y answers "no," they will be not be able to obtain a vaccination and if ans will be immediately separated and will be given the [handout health scrs](#) provides details to their next steps.

\*As of 9/3/2020 – this may change due to Health Officer recommendations.

#### Protective Measures

- Individuals will be required to wear a proper face covering as outlined in Order and in compliance with requirements set forth in the Health Officer individual if not wearing their mask properly, they will be instructed by staff to properly wear their mask. If a participant chooses not to follow these instructions, they will not be allowed to get their flu vaccination. We have a proper face covering as outlined in the Face Covering Order. SF Supplies will be limited.
- SFHSS staff will wear protective gloves at all times and change gloves if there is a glove shortage, staff will sanitize between each interaction.
- Healthcare provider will wear gloves when administering vaccinations a between each patient.

1445 Market Street, 1<sup>st</sup> Floor, San Francisco, CA 94103 | (415) 554-4800 or (800) 543-2266 Fax: (415) 554-4722

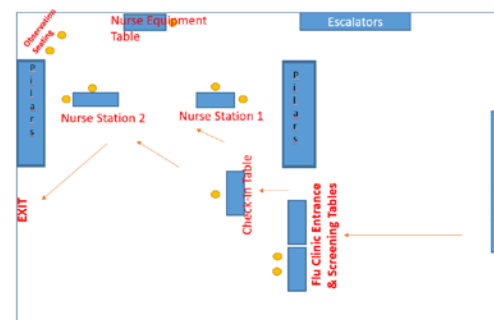
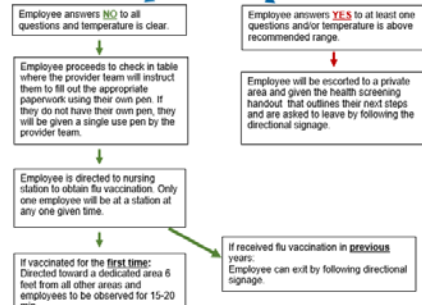


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### Worksite Flu Clinic During COVID-19 Employee Experience

Employee will enter through one location/door and be met by an SFHSS Staff member whom will:

1. ensure the employee is wearing the proper PPE.
2. confirm employees and retirees have taken the health self-assessment prior to attending the event; for employees and retirees that have not taken the assessment, staff will take the employees temperature, and ask the employee to answer the [health screening questions](#). (If a department has their own screening process that will supersede this process)



# SHFSS Worksite Flu Clinics

## Member Experience

### Prior to Clinic:

- Member will need to complete health check at <https://sf.gov/check-your-health-city-staff> and take picture ✓ with smartphone
- Complete and print out the Kaiser consent form
- Schedule an appointment online
- Collect and prepare to bring to the clinic:
  - ✓ Consent form
  - ✓ Employee work badge (DSW and/or Department issue) or medical ID card
  - ✓ Face mask
  - ✓ Health screening clearance - image on smart phone

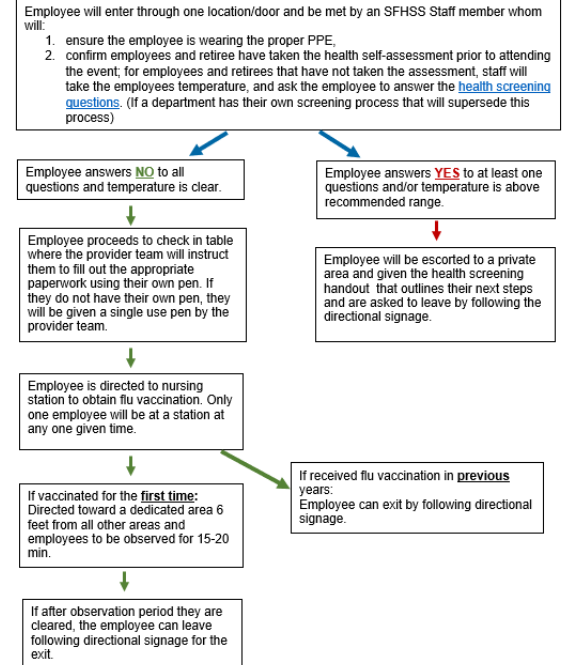
### At Clinic:

- Upon entry SFHSS staff will confirm
  - ✓ Appointment time
  - ✓ Health screening was completed
  - ✓ Confirm face mask is properly worn
  - ✓ Check badge
- Move to the admin table – paperwork will be reviewed by Kaiser staff
- Move to available nurses' station and obtain flu vaccination
  - ✓ If an individual has never had a flu vaccination, they will move to the observation area
- Exit the facility



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### Worksite Flu Clinic During COVID-19 Employee Experience



1145 Market Street, 1<sup>st</sup> Floor, San Francisco, CA 94103 | (628) 562-4650 or (800) 541-2266 Fax: (415) 554-1721 | [sfhss.org](https://sfhss.org)