

Well-Being@Work

Focus Group

COVID-19 Department Resources

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Well-Being Program Coordinators

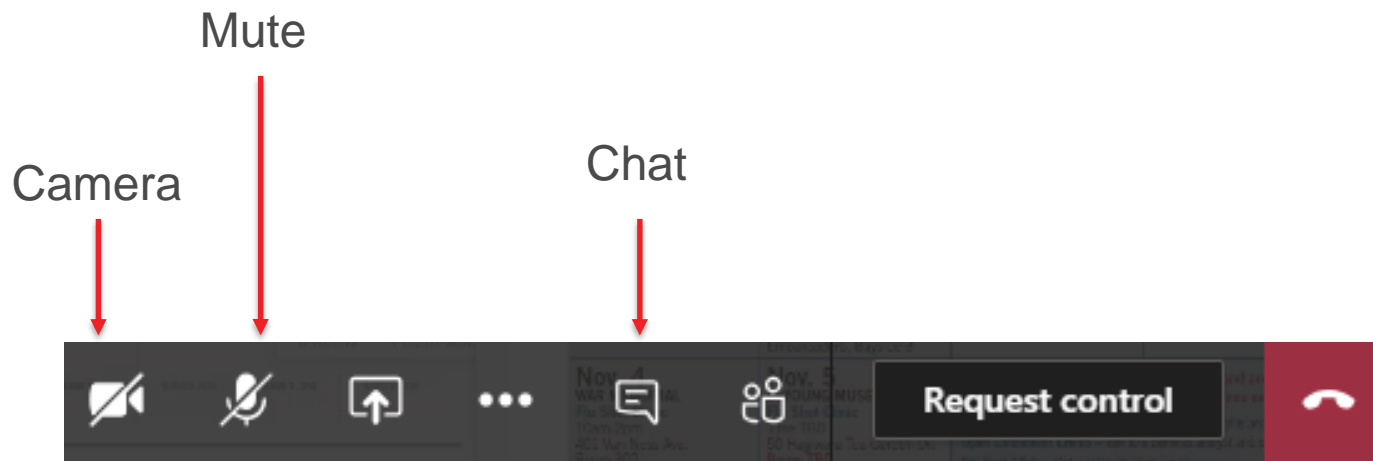


Ground Rules

- Identify yourself when speaking (first name & department)
- Everyone will be on mute
- Unmute for discussions (Joined by phone? Press *6)
- Q&A - Use the chat section to type questions & leave comments
- This focus group is recorded

How to use Teams

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Agenda

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- Well-Being@Work Updates
- Discussions
- Current Resources
- Employee Well-Being Survey
- Q&A

Well-Being@Work Updates

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Changes to Annual Plans

- COVID-Support will replace “Create a Culture” components
- Focus end-of-year on promoting COVID resources

May is Mental Health Awareness Month

- Weekly Emails
- Website
- 24/7 EAP Services

Working From Home Resources

- Work From Home Guide
- DHR WFH Trainings (Teams, Remote Work, and DT Support)

Grants FY19-20

- Departments that were awarded grant money must spend and submit invoices by **June 12, 2020**
- For questions please email Carrie.Beshears@sfgov.org or Elaine.M.Gee@sfgov.org

Virtual Focus Group

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Objective:

- 1) Learn from YOU- discuss most valuable employee well-being resources for COVID-19
- 2) Create a city-wide survey

Format:

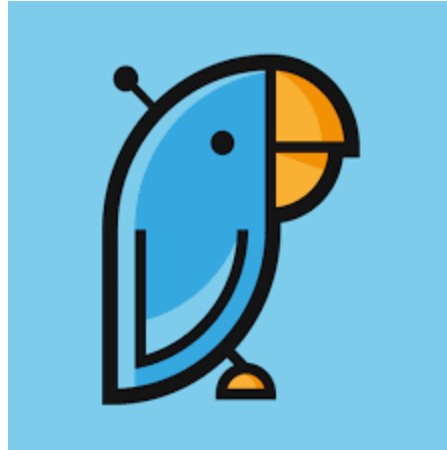
Poll questions

Group dialogue



Poll

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Respond in Chat

What is your current work status?

Today's Discussion

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How has your department supported employee well-being during COVID-19?

Communications
(i.e. emails, newsletters,
staff announcements,
post flyers)

Updates to
Department Policies
(i.e. telecommuting/flex
schedules, office tools,
resources, equipment)

Offer Virtual
Classes and
Activities

Promote
City
Resources

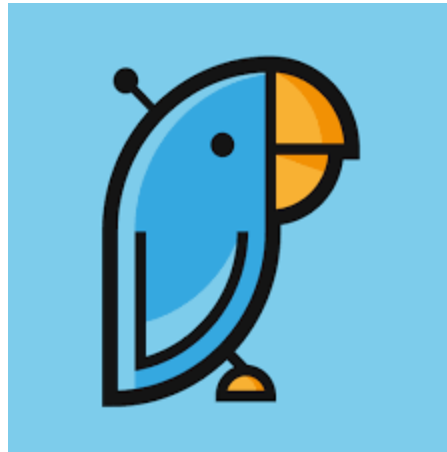
Employee
Recognition

EAP
Services

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Well-Being Resources



Respond in Chat

What is your department's primary platform for communication during COVID-19?

Essential Worker Resources

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Briefing Soundbytes – EOC/DOC's

1. There is much we cannot control during this time, so it can control. One of those things is our breathing.
 - If you feel comfortable, close your eyes. Let's take breaths. (Breathe with the team)
 - Please engage in this easy self-care throughout
2. Take a micro break, a minute to walk down the hall and walking away from a task or problem for a minute helps you some aha moments today as we engage in self-care.
3. To help you manage your stress, be sure to take short inward and breathe.... Take a moment to walk outside
4. When we are overwhelmed with external events, our difficult to feel hopeful and positive. Please focus on what have accomplished. Take good care of yourself here at

EMPLOYEE ASSISTANCE PROGRAM

WE'RE HERE *For You*

A *Quick Tip* for Instant Stress Relief:

Do a one minute meditation.

Take 5 deep breaths.
Inhale 1, 2, 3, 4...
Exhale 1, 2, 3, 4...

Repeat as needed.


Call EAP for Tele-Counseling:
(628) 652-4600 or
(800) 795-2351

Check out our website for resources and operational updates: sfhss.org/eap

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End Of Shift Self-Reflection



You continue to provide critical services while under the added stress of the COVID-19 pandemic. It is normal to experience a myriad of feelings - Anxiety, irritation, fear, frustration, sadness, anger, and fatigue, among others. Each person reacts differently. These feelings are a normal response to a very abnormal situation and require us to take care of ourselves. *Self-care is essential* and a way to ensure we are utilizing healthy coping strategies for the resiliency that is so critical to our health and well-being going forward.

Here are a few things to reflect on to help you check in with yourself about how you are dealing with the stress of COVID-19 and to establish a self-care routine.

- How have you been decompressing when you leave work and move into your personal life?
- What do you need to transition from the EOC to your regular job and/or personal life?
- How are you feeling? What do you need to help you with any difficult feelings?
- What is your plan for long-term *self-care*? Consider the following and check the resources on the back of this handout.

Share your thoughts and feelings with someone you trust
Take breaks throughout the day – even a moment to take some deep breaths
Eat regular meals and healthy snacks to keep you energized
Get plenty of sleep
Exercise - even a short walk can bring peace of mind
Do things you enjoy to recharge emotionally

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The SFFD Wellness App

This program is brought to you by the San Francisco Health Service System as part of HealsF



SAN FRANCISCO HEALTH SERVICE SYSTEM
Affordable, Quality Benefits & Well-Being

Practice Self-Care:

De-stress through movement

Take a quick walk or do a simple stretch

Learn more on sfhss.org/well-being



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These resources are an example of **essential workers resources** that help to *offer programs*.

What resources has your department promoted to employees?

Webpages

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The screenshot shows the top navigation bar with the San Francisco Health Service System logo and links for About Us, FAQ, Board, Calendar, Signup for eNews, and Contact Us. Below the navigation is a secondary menu with links for Your Benefit Plans, Enrolling & Making Changes, Using Your Benefits, Employee Assistance Program, and Well-Being. The main content area features a large image of a person wearing a face mask. The headline reads "COVID-19 Well-Being Resources". Below the image, there is a paragraph of text explaining the challenges of the pandemic and the resources available. A dark blue call-to-action box contains the text "Priority Testing for First Responders & Health Care Workers" and a green button labeled "Click here for details". At the bottom, there is a section titled "Emotional & Mental Health" with a small image of a man looking at his phone and a paragraph of text.

<https://sfhss.org/covid-19-well-being-resources>

The screenshot shows the top navigation bar with the San Francisco Health Service System logo and links for About Us, FAQ, Board, Calendar, Signup for eNews, and Contact Us. Below the navigation is a secondary menu with links for Your Benefit Plans, Enrolling & Making Changes, Using Your Benefits, Employee Assistance Program, and Well-Being. The main content area features a large image of a person wearing a green safety vest. The headline reads "We're Here for You". Below the image, there is a paragraph of text explaining the importance of recognizing emotions and feelings. A dark blue call-to-action box contains the text "Check-in With Your Mental Health" and a green button labeled "Take An Assessment". At the bottom, there is a section titled "Don't Wait - Get Help" with two sub-sections: "EAP - FREE Tele-Counseling 24/7" and "National Suicide Prevention".

<https://sfhss.org/were-here-for-you>

Emails

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Weekly Newsletter

COVID-19 Edition

Dear Lisa,

With the regional Stay Home Order extended through May, you may be experiencing restlessness and anxiety. If so, I encourage you to take advantage of our expanded [Employee Assistance Program \(EAP\)](#) services, available to all City employees. Your health and welfare is a top priority.

The City is continually expanding testing for COVID-19. As of May 4, testing is now available to all essential or frontline workers, regardless of symptoms or exposure. Robust testing is a key element of our overall recovery. However, we must continue to follow the Stay Home Order to keep ourselves and our community safe.

While a few departments may soon begin to open certain limited operations, they will do so only to the extent it is safe for our employees and the public we serve. We are still involved in a major fight against COVID-19. Our work as Disaster Service Workers (DSW) will continue. Remember you cannot refuse a DSW assignment when your department contacts you for an assignment. Please refer to the [Employee Notice – COVID-19 Disaster Service Worker Assignments and Employee Leave](#) for more information.

Thank you again to all of you who have stepped forward in this time of great need.

Get Tested, San Francisco!
Stop the spread of COVID-19. Schedule your appointment today.
✓ Testing is free.

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Affordable, Quality Benefits & Well-Being

Message from the Executive Director

Last week, we held our first virtual staff meeting. We hosted 54 persons on a video conference call. It was a different experience for us who are accustomed to face-to-face meetings. Our team of committed staff are helping us navigate this new world, so we can maintain enrollment for members, keep enrolling new members and transitioning those that are retiring.

This new normal of "sheltering in place" and telecommuting has given me a greater appreciation for the benefits of technology. As a nurse, I'm acutely aware that technology cannot replace the direct in person frontline work our health care workers and first responders do every day. That is why we continue to work with our health plans and City Public Health Officials to **prioritize healthcare workers and first responders for testing** if they are symptomatic or may otherwise meet criteria that is continuously being reevaluated as more tests are available.

We are all doing our part by staying home to help flatten the curve, so our hospitals and health care providers can better manage the outbreak. For many of us, staying-in is hard. Perhaps you're trying to work while your kids demand to be entertained. Just as you're cleaning up after one meal, you need plan and cook the next one.

WE'RE HERE For You

MENTAL HEALTH AWARENESS MONTH

One in five American adults suffer from mental illness in any given year. There are many ways you or someone you know could be impacted by a mental health issue. In honor of Mental Health Awareness Month, SFHSS Well-Being is elevating the conversation on mental health. Each week during the month of May we will focus on one area of mental health and provide resources and tools, help you recognize the signs of mental illness, and identify how you can get help for yourself or someone you love. For more information, click [HERE](#).

Worry & Anxiety

It's natural to be concerned about having to shelter in place, your workplace closing, your children staying home from school or how you or someone you love might get sick. While this reality is scary to think about, being proactive can help relieve, at least, some of the anxiety. Anxiety disorders are **highly treatable**, yet only 36.9% of those suffering receive treatment.

What does it mean to worry or be anxious?

CATHERINE DODD WELLNESS CENTER

MENTAL HEALTH AWARENESS MONTH

1 in 5 American adults* will experience a mental illness in a given year. Yet there continues to be stigma around mental health. According to RAND**, nearly 9 out of 10 Californians with a mental health challenge report experiencing discrimination, which **may** prevent people from reaching out for support.

Everyone faces challenges in life that can impact their mental health. Let's work to remove the stigma as **May** is Mental Health Awareness month. SFHSS is providing a dedicated [website](#) and weekly emails throughout the month to provide insights and information around specific mental health conditions, how you can get help for yourself or recognize the signs and get help for those you love.

We're Here For You in your journey to learn, get help or support for you or your loved ones.
* <https://www.rand.com/pubs/health/2016/04/01.html>
** <https://www.rand.org/pubs/health/2016/04/01.html>

We're Going Virtual!

There are several online "Live" classes and seminars you can participate in.

ZSFG Zoom Classes: Our online calendar will host Weekly Virtual Group Exercise classes sponsored by the ZSFG [Wellness Center](#). Checkout the [SFHSS Events Calendar](#) for access links for strength training, line dancing, yoga, meditation and more!

- EAP Manage Your Worry Around COVID-19 & Self Care
- Working From Home
- Play Your Way – Take a Movement Break, Exercise Circuit Cards

EMPLOYEE ASSISTANCE PROGRAM
MANAGING THE WORRY AROUND CORONAVIRUS (COVID-19)

Concern about COVID-19's impact on us and our loved ones is being informed and take necessary precautions. However, we can some unhealthy anxiety through our own thoughts and behavior. Practice a positive perspective for wellbeing.

PRACTICE SELF CARE DAILY

1. Limit your time reading COVID-19 news and only go to trusted sources.
 - The [Center for Disease Control \(CDC\)](#) is the go-to source for news media.
 - [San Francisco Department of Public Health \(SDPH\)](#) provides employees and the public.
2. Focus your energy on preventative actions within your control.
 - Wash your hands thoroughly for 20 seconds
 - Don't touch your face with unwashed hands
 - Stay home if you feel sick
 - Disinfect surfaces you come in contact with before and after use
 - Abide by local and CDC recommendations for social distancing
3. Prioritize you to help you build your resilience!
 - Exercise regularly
 - Take meditation breaks - check out [online meditation apps](#)
 - Eat healthy
 - Drink plenty of water
 - Stay connected to loved ones
 - Do things that bring you joy
 - Get plenty of sleep

If your concern turns into anxiety, depression or feelings of helplessness or go about your daily routine, then it may be time to seek professional help.

WE'RE HERE For You
Employee Assistance Program (EAP) – (415) 558-3333
sfhss.org/eap

SAN FRANCISCO HEALTH SERVICE SYSTEM
Employee Assistance Program

10 THINGS YOU CAN DO

Sheltering in place can provide time to engage in self-care and fun. Use this checklist to get you started!

- Take a walk outside in nature – While maintaining social distance.
- Play with your pet – They will be delighted for the extra attention.
- Dust off and play the board games you haven't touched in years.
- Binge watch your favorite shows.
- Start a gratitude journal – What are you thankful for and why?
- Read the book that's been sitting on your nightstand.
- Get moving with some great workout videos on YouTube.
- Virtually tour museums around the world online or via an app.
- Call or video chat with your loved ones.
- Try new healthy recipes.

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Employee Assistance Program
sfhss.org/eap

PLAY YOUR WAY Take a Movement Break

Get up and move more as part of your everyday routine!
Try these exercises anywhere, any time with little equipment needed. Complete a set each day or try one exercise at a time. Do what feels best for you!

Heart Healthy Exercises Lower Body Exercises Upper Body Exercises

Set 1
30 Stretches of Standing Posture 10 Squats 1 min core with a ball, 3 min 1 min High Knees 10 Calf raises 10 Arm Circles

Set 2
10 Jumping jacks 10 Jump squats 10 Arm circles

Set 3
1 min High Knees 10 Squat leg lifts on a ball in the wall 10 Wall sit-ups on a ball in the wall

Set 4
1 min core with a ball 10 Squat leg raises 10 Arm circles

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PLAY YOUR WAY

Knee Bends

1 min high knee bends

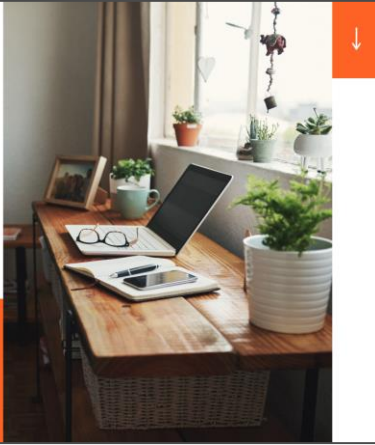
While you're here, do this activity!

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sfhss.org/well-being

Working From Home

A Guide for Healthy Habits

SAN FRANCISCO HEALTH SERVICE SYSTEM
Better Every Day



These are examples of **online based resources** that help *raise awareness for well-being.*

What resources has your department used to share with employees?

Online Webinars & Trainings

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- DHR Webinar: Working from Home - Strategies to Navigate Uncertainty
- Office Ergonomics Awareness Training
- ZSFG Zoom Group Exercise Classes
- Wellness Wednesday Webinars
- **Coming soon:** opportunities to host *department specific* virtual well-being activities

The screenshot shows the San Francisco Health Service System website's Events page for May 2020. The page features a navigation bar with links for 'About Us', 'FAQ', 'Board', 'Calendar', 'Signup for eNews', and 'Contact Us'. Below the navigation bar, there are links for 'Your Benefit Plans', 'Enrolling & Making Changes', 'Using Your Benefits', 'Employee Assistance Program', and 'Well-Being'. The main content area is titled 'Events' and includes filters for 'All Events', 'Location', and 'May 2020'. There are also options to view the calendar by 'Day', 'Week', or 'Month', and to toggle between 'List' and 'Calendar' views. The calendar itself is a grid showing events for each day of the month, with dates 26 through 31. Each event listing includes the activity name, time, and the platform used (Zoom or ZSFG).

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|--|---|--|---|---|---|
| 26 Hatha Yoga - ZSFG (Zoom) 2:00pm - 2:30pm Zoom - ZSFG | 27 Strength Training - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Soul Line Dancing - ZSFG (Zoom) 4:00pm - 4:30pm Zoom - ZSFG | 28 Yoga - ZSFG (Zoom) 10:00am - 10:30am Zoom - ZSFG Circuit & Core - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Belly Dancing - ZSFG (Zoom) 10:00pm - 10:30pm Zoom - ZSFG | 29 Feldenkrais - ZSFG (Zoom) 10:00am - 10:30am Zoom - ZSFG Yoga - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Chair Stretch & Boogie - ZSFG (Zoom) 3:30pm - 4:00pm Zoom - ZSFG | 30 Belly Dancing - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Qi Gong & Meditation - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Hatha Yoga - ZSFG (Zoom) 10:00pm - 10:30pm Zoom - ZSFG | 31 Zumba - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG | 1 Family Zumba - ZSFG (Zoom) 10:30am - 11:00am Zoom - ZSFG |
| 3 Hatha Yoga - ZSFG (Zoom) 2:00pm - 2:30pm Zoom - ZSFG | 4 Strength Training - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Soul Line Dancing - ZSFG (Zoom) 4:00pm - 4:30pm Zoom - ZSFG | 5 Yoga - ZSFG (Zoom) 10:00am - 10:30am Zoom - ZSFG Circuit & Core - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Belly Dancing - ZSFG (Zoom) 10:00pm - 10:30pm Zoom - ZSFG | 6 Feldenkrais - ZSFG (Zoom) 10:00am - 10:30am Zoom - ZSFG Webinar: Power of Meditation 12:00pm - 1:00pm KP Webinar Yoga - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Chair Stretch & Boogie - ZSFG (Zoom) 3:30pm - 4:00pm Zoom - ZSFG | 7 Belly Dancing - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Qi Gong & Meditation - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG Hatha Yoga - ZSFG (Zoom) 10:00pm - 10:30pm Zoom - ZSFG | 8 Zumba - ZSFG (Zoom) 12:00pm - 12:30pm Zoom - ZSFG | 9 Family Zumba - ZSFG (Zoom) 10:30am - 11:00am Zoom - ZSFG |

These are examples of **virtual activities/resources** that help to *offer programs for well-being.*

What resources has your department promoted to employees?

24/7 Employee Assistance Program

WELL-BEING@WORK

For quick stress relief,
counseling or a
management consultation

EAP is now available to
help 24/7

We're Here For You!



New 24/7 EMPLOYEE ASSISTANCE PROGRAM (EAP)

EAP Counselors Are Now Available 24/7 to Support All Active City and County of San Francisco Employees with Confidential Tele-Counseling As We All Shelter in Place.

Your emotional health is just as important as your physical health during this COVID-19 pandemic. Call an EAP counselor anytime!

Available 24/7 at (628) 652-4600 or (800) 795-2351.

EAP Counselors can provide a quick stress relief consultation, counseling, or management consultation.

Visit EAP online at sfhss.org/eap for more resources including your mental health benefits from your health plan.

WE'RE HERE *For You*

SAN FRANCISCO
HEALTH SERVICE SYSTEM

sfhss.org/eap

Smart Money Coaching

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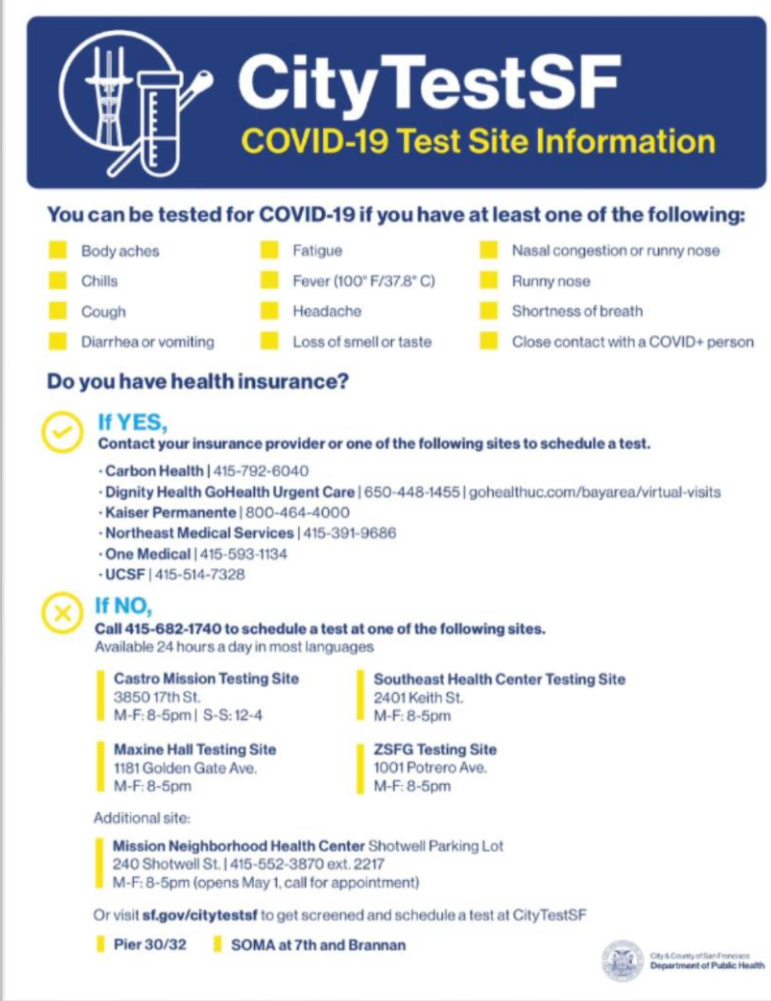
Smart Money Coaching provides free, confidential, one-on-one, personalized financial guidance.

A certified financial coach can help you address financial challenges and goals, including reducing debt, establishing and improving your credit score, and navigating uncertainty of finances through COVID-19.



Anyone living or working in San Francisco can get tested!

Make an online appointment for free and confidential testing!



CityTestSF
COVID-19 Test Site Information

You can be tested for COVID-19 if you have at least one of the following:

- Body aches
- Chills
- Cough
- Diarrhea or vomiting
- Fatigue
- Fever (100° F/37.8° C)
- Headache
- Loss of smell or taste
- Nasal congestion or runny nose
- Runny nose
- Shortness of breath
- Close contact with a COVID+ person

Do you have health insurance?

✓ If YES,
Contact your insurance provider or one of the following sites to schedule a test.

- Carbon Health | 415-792-6040
- Dignity Health GoHealth Urgent Care | 650-448-1455 | gohealthuc.com/bayarea/virtual-visits
- Kaiser Permanente | 800-464-4000
- Northeast Medical Services | 415-391-9686
- One Medical | 415-593-1134
- UCSF | 415-514-7328

✗ If NO,
Call 415-682-1740 to schedule a test at one of the following sites.
Available 24 hours a day in most languages

- Castro Mission Testing Site**
3850 17th St.
M-F: 8-5pm | S-S: 12-4
- Southeast Health Center Testing Site**
2401 Keith St.
M-F: 8-5pm
- Maxine Hall Testing Site**
1181 Golden Gate Ave.
M-F: 8-5pm
- ZSFG Testing Site**
1001 Potrero Ave.
M-F: 8-5pm

Additional site:

- Mission Neighborhood Health Center Shotwell Parking Lot**
240 Shotwell St. | 415-652-3870 ext. 2217
M-F: 8-5pm (opens May 1, call for appointment)

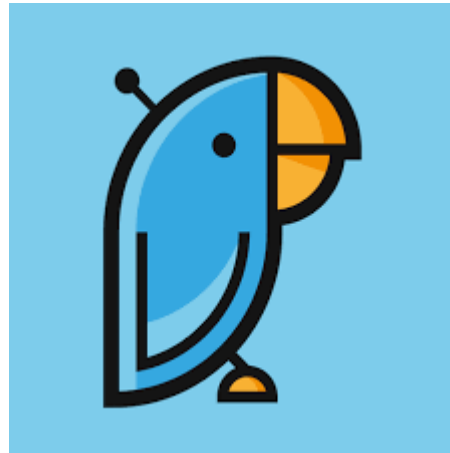
Or visit sf.gov/citytests to get screened and schedule a test at CityTestSF

- Pier 30/32
- SOMA at 7th and Brannan

City & County of San Francisco
Department of Public Health

These are examples of
Services that help to
create a culture of well-being.

What resources has your department
used to share with employees?



Respond in Chat

What are some of the challenges in providing well-being resources to employees?

Supporting Employee Well-Being Survey

- **Citywide Survey**
- **Department Communication-** SFHSS to provide template email
- **Timeline:** Survey will be sent out in June 2020

Promote Resources

- **Review COVID-19 Well-Being@Work Resources**

ANY
QUESTIONS



Thank you for participating!