

Well-Being@Work Overview Training

July 13, 2022

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Lisa Ocampo, Well-Being Coordinator

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**



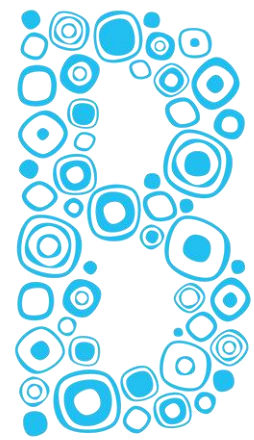
Agenda

- 1 SFHSS Well-Being - Who We Are
- 2 Why Well-Being@Work
- 3 Well-Being@Work Key Players
- 4 Developing an Annual Plan - Key Areas of Focus
- 5 Key Player Next Steps

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

sfhss.org



Better Every Day.

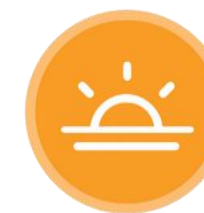
sfhss.org/well-being

EMPLOYEE
ASSISTANCE
PROGRAM

WE'RE HERE *For You*

sfhss.org/eap

**WELL-BEING
@WORK**



sfhss.org/well-beingatwork



The team:

Carrie Beshears, Well-Being Manager

Jeff Lintner, Sr. EAP Counselor

Open Position, Sr. EAP Counselor

Jeannette Longtin, EAP Counselor

Julisa Nunez, Assistant Health Educator

Lisa Ocampo, Well-Being Program Coordinator

Open Position, Well-Being Program Coordinator

*Small but
mighty*

Why Well-Being@Work

When your employees' well-being is thriving, your organization directly benefits -- they take fewer sick days, deliver higher performance, and have lower rates of burnout and turnover.



Well-Being@Work Department Support

The SFHSS Well-Being Team is able to:

- Consult directly with departments to understand the needs of their employees
- Develop a customized approach to well-being that is more suited for each department's environment, culture, and workforce
- Provide support in developing a well-being strategy that is aligned with the department's priorities



Key Players Roles & Responsibilities



Well-Being Key Players

Team:

1. Department Lead
2. Champions
 - Champion Lead
3. SFHSS Well-Being Coordinator

General Responsibilities:

- Develop and implement an annual plan for well-being
- Promote well-being
- Coordinate activities for employees
- Attend training, award ceremony and appreciation events
- Participate in quarterly meetings with SFHSS

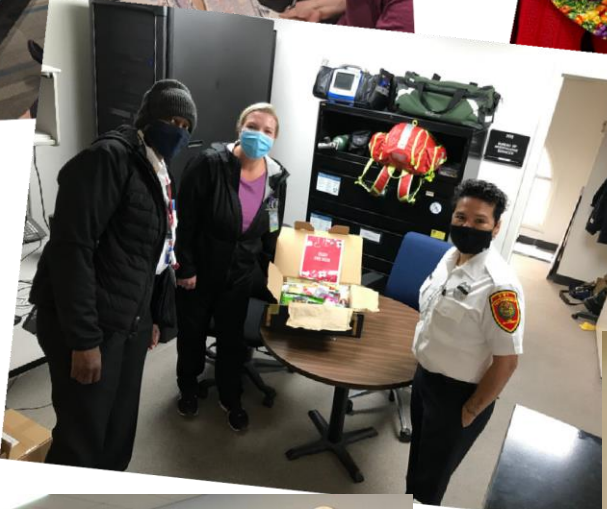


Well-Being Champion

An employee with a commitment and passion to health and well-being that serves as an ambassador for the employee well-being program.

They help to:

- Increase awareness - be the voice
- Increase visibility - bring activities to the workplace
- Increase accessibility of various citywide and department well-being programs and activities





Well-Being Lead

- 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

Responsibilities:

- Obtain buy-in from leadership/management
- Addresses policies to support employee well-being

Support in Numbers

- 1 Department Lead (Assigned by Director)
- 1 Champion for every 200 employees (ideal 1:50)
 - Volunteer
 - Appointed
 - Application process

**SFHSS Well-Being Coordinator's
are here to support you along the way!**



Champion Commitment

Being a Champion provides professional development opportunities by:

- Attending ongoing trainings for topics that include, program planning, event coordination and employee engagement.
- Offers an opportunity to refine skillset that may not be directly associated with your daily responsibilities
- Support and mentorship from SFHSS Well-Being Team

Interested in becoming a Well-Being Champion?

Complete the [online form](#) or email well-being@sfgov.org for more information.

Learn more at sfhss.org/well-beingatwork/key-players



CHAMPION COMMITMENT FORM

	Champion	Manager/Supervisor
Name	<input type="text"/>	<input type="text"/>
Job Title	<input type="text"/>	<input type="text"/>
Department (3-letter code)	<input type="text"/>	<input type="text"/>
Work Address (street, zip code)	<input type="text"/>	<input type="text"/>
Email Address	<input type="text"/>	<input type="text"/>
Phone Number (direct line and extension)	<input type="text"/>	<input type="text"/>

The Well-Being Champion role requires designated work time hours to effectively perform Champion responsibilities. All work for this role can be done during your normal work hours. How many hours of work time (on average) can you commit to each month?

- 2 – 3 hours
 4 – 5 hours
 6 – 7 hours
 8+ hours

The list below provides examples of Champion responsibilities. Place a check mark in the appropriate box to indicate your level of confidence:

	I am confident in my ability to perform this responsibility:	I may need support to perform this responsibility:
Send out Department emails to promote well-being initiatives	<input type="checkbox"/>	<input type="checkbox"/>
Present well-being information at department meetings	<input type="checkbox"/>	<input type="checkbox"/>
Host or co-host onsite well-being activities (i.e. seminars and screenings) by reserving rooms and greeting the presenter	<input type="checkbox"/>	<input type="checkbox"/>
Provide feedback to SFHSS Well-Being for onsite activities (complete satisfaction surveys and track participation)	<input type="checkbox"/>	<input type="checkbox"/>
Organize at-work group activities (i.e. Meeting stretch break, recipe swap, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

How many employees from your department occupy your building/workplace location? How many will you provide well-being support for?



we're

RECRUITING!

ARE YOU?

- 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 workplace

**BECOME
A
WELL-BEING
CHAMPION**

- ✓ ASSIST IN WELL-BEING STRATEGY DEVELOPMENT AND IMPLEMENTATION
- ✓ COORDINATE ACTIVITIES AND EVENTS
- ✓ ATTEND TRAININGS
- ✓ PROMOTE WELL-BEING



FOR MORE INFORMATION CONTACT:

well-being@sfgov.org

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM

Recruit New Champions

Download Flyer

sfhss.org/resource/champion-recruitment-flyer

Well-Being@Work Annual Plan FY22-23

Develop an Annual Plan that focuses on employees well-being to increase engagement, morale, and to help employees thrive.



Developing an Annual Plan

Departments must prioritize well-being in their overall strategy, in order to have a successful Annual Plan.

Start an Annual Plan to help you:

1. Track your goals and objectives
2. Establish timelines and identify areas for growth
3. Stay organized

An SFHSS Well-Being Program Coordinator is here to support you along the way.

Download and start the new [FY 22-23 Annual Plan](#) today!



Key Areas of Focus

The program approaches well-being through three components within the Annual Plan.



Raise Awareness

Focuses on department-wide and targeted communications to promote well-being resources and activities



Offer Programs

Provides opportunities to engage employees in well-being activities and events



Create a Culture

Supports leadership with tools to help them advocate to align well-being with the departments core values and priorities

Raise Awareness

Choosing the right communications platforms and frequency of messages is important when bringing awareness to programs, activities, and resources that are available to city employees.





Raise Awareness

Why

- Demonstrates that well-being is important to the department.
- Provides opportunities for employees to be proactive about their own well-being.

Goal

- Focus on communication by increasing visibility and accessibility of well-being resources.

Objectives

- Aim to send one well-being message monthly.
- Choose at least three different communication platforms.



Raise Awareness Platforms

- Department-wide emails
- Bulletin board / resource table
- Breakrooms and bathrooms
- Internet / staff portal
- Newsletter
- Digital Display boards
- Shared folder: SharePoint, OneDrive, Teams Channel Folders
- All Staff Meetings (In-person/Virtual)
- Social Media





Breakout Session

Best Practices



1

Determine communication strategy – consider your workforce and environment

2

Identify the most accessible communication platforms for all employees

3

Tailor communications to your workplace

4

Push out well-being messages at least once a month

Complete Best Practices

Annual Plan Tab 1A



1

Understand the make-up of your workforce to help determine the communication strategy used for department-wide well-being communications.

2

Identify your employee's work status' to help decide which communication platforms should be used for departmentwide well-being messages.

3

Decide on the different communications platforms available in your department. Ensure accessibility and inclusivity.

[Download Annual Plan Template](#)

Offer Programs

Offering Programs provides opportunities for employees to engage in well-being activities during their workday.

Programs include skill building and social events that supports positive health and emotional behavior change. Departments that implement effective and recurring programs can help to support employee morale, increase productivity, and build resiliency.





Offer Programs

Why

- Healthy habits support employee morale and resiliency.
- Offer programs to increase productivity and to create a culture of caring.
- Tailored programs to make them effective for your department's workforce.

Goal

- Offer programs to increase engagement and to provide opportunities for employees to develop and practice healthy habits at work.

Objectives

- Aim to offer one SFHSS sponsored activity quarterly.
- Implement one department-led activity OR SFHSS Toolkit



Well-Being Activities

View the list at - sfhss.org/resource/well-being-activities-description-list

- Webinars/Seminars
- Group exercise classes
- Stretch breaks
- EAP trainings
- Biometric health screenings
- Lifestyle coaching
- Healthy lifestyle programs
- Team building activities
- Flu shot clinics
- Health/Wellness fairs/events

Some activities are now available in-person, reach out to your Coordinator to learn more.

Toolkits & Campaigns

Implement one of the SFHSS engagement toolkits
sfhss.org/well-being-at-work/toolkits-campaigns



Healthy Eating

- Find Your 30
- Play Your Way BINGO
- Play Your Way Fitness Passport



Physical Activity

- Aim for Five Challenge
- Fruit and Vegetable Trivia
- Hosting Healthy Gatherings



Stress Management

- RECHARGE Instant Recess
- Create a RECHARGE Space
- Walking to RECHARGE

Department Led Activities

Activities that are implemented by Champions or your department (non-SFHSS sponsored event)



Examples:

- Trainings, seminars or professional development workshops that supports employees well-being
- Department challenges/contests
- Group exercise class facilitated by your department
- Team engagement/building opportunities
- Employee appreciation events
- Holiday/social celebrations
- Health/Wellness fairs/events
- Meeting energizers or ice breakers

Get ideas from other Champions here:

sfhss.org/well-beingwork-spotlights

The collage features ten 'WELL-BEING@WORK' spotlight cards from various departments:

- CPC - Plant Swap:** Celebrating spring with a department-wide plant swap event. Participants brought cuttings to share on April 10th.
- DAS - In-Home Supportive Services program:** Boosting morale for staff with a 'Return to Work' kickoff and a Ping Pong Tournament. Photos are on the IHSS bulletin board and Inclusion Kudos Wall.
- SFPUC - Raffle for Employees Working On-Site:** An agency-wide raffle for employees working onsite since March 2020. Prizes include lunch bags, water bottles, and stress balls.
- SFMTA - Wellness Room Re-openings:** A 'Wellness Wednesday Minute Message' about the re-opening of SFMTA fitness facilities.
- SFPD - Burpee Challenge:** A burpee challenge for SFPD staff in conjunction with the 'RETURN TO WORK' initiative. Winners are listed for Mission, Tenderloin, Bayview, and Ingleside stations.
- ASR - Virtual Holiday Party:** A virtual holiday party for ASR staff, continuing the tradition of holiday celebrations.
- Santa Rosa Workday Gyms and Wellness Events:** A 'Wellness Wednesday Minute Message' about the re-opening of Santa Rosa Workday Gyms.
- Other cards:** A card for a 'Holiday Dress Your Pet Contest' and another for a 'Wellness Wednesday Minute Message' about a wellness event.



Breakout Session

Best Practices



1

Know your audience

2

Make it meaningful and impactful

3

Consider platforms/locations to offer

4

Be thoughtful on when and how long the activity should take

Requesting SFHSS Sponsored Activities



Most request take 6-8 weeks lead time visit sfhss.org/well-being/WB-activities for more information

1

Identify the activity

Review the [Activities Description](#) list

2

Choose the date and time

Most activities require 6-8 weeks lead time.

3

Submit request

Complete the [NEW Activities Request Form](#) online

4

Notify Well-Being

Email well-being@sfgov.org



Request incentives to support your well-being activities



Complete Best Practices

Annual Plan Tab 2A



1

Reflect on your department's experience in promoting well-being-- this will help you to set realistic goals for programming.

2

Decide on where and how you will host or implement. Choose from a variety of different activities and programs sponsored by SFHSS.

3

Implement a department led activity or use a SFHSS Toolkit. Don't forget to tailor your well-being activity or program to meet your departments needs.

[Download Annual Plan Template](#)

Create a Culture

Is the organization's commitment and willingness to demonstrate, through attitude, words and action - to support the well-being of employees.

Having leadership support helps to establish and maintain a workplace environment that consistently encourages, assists, and celebrates healthy behaviors among its employees. Engaged leadership help to create a culture of caring and well-being for all employees.





Create a Culture

Why

- Having leadership support helps to establish and maintain a workplace environment that consistently encourages, supports and celebrates healthy behaviors among its employees.
- Engaged leadership helps to create a culture of well-being for all employees.

Goal

To support leaders in engaging with department well-being efforts through recognition and policy.

Objectives

- Identify one existing department wide well-being policy to focus on.
- Implement one employee recognition and appreciation activity.
- Implement a recurring well-being activity or program at least 4 times or more. Aim to offer monthly.



Breakout Session

Best Practices



1

Identify opportunities to establish leadership support

2

Create a culture of recognition and appreciation from all levels of the organization.

3

Use existing policies to support well-being at work.

4

Prioritize well-being by offering a recurring activity or program.



Meet leaders where they are at

Executive Team Meetings

Discuss aligning department core values with well-being efforts.

1:1 with Director, Supervisor, or Manager

Use your time to discuss alignment of well-being strategies and department priorities.

Well-Being Council

Create or utilize your existing Wellness/Well-Being Council to push well-being initiatives.

Health and Safety Team

Partner with your Health & Safety team and identify resources/activities that can support their initiatives.

Human Resources

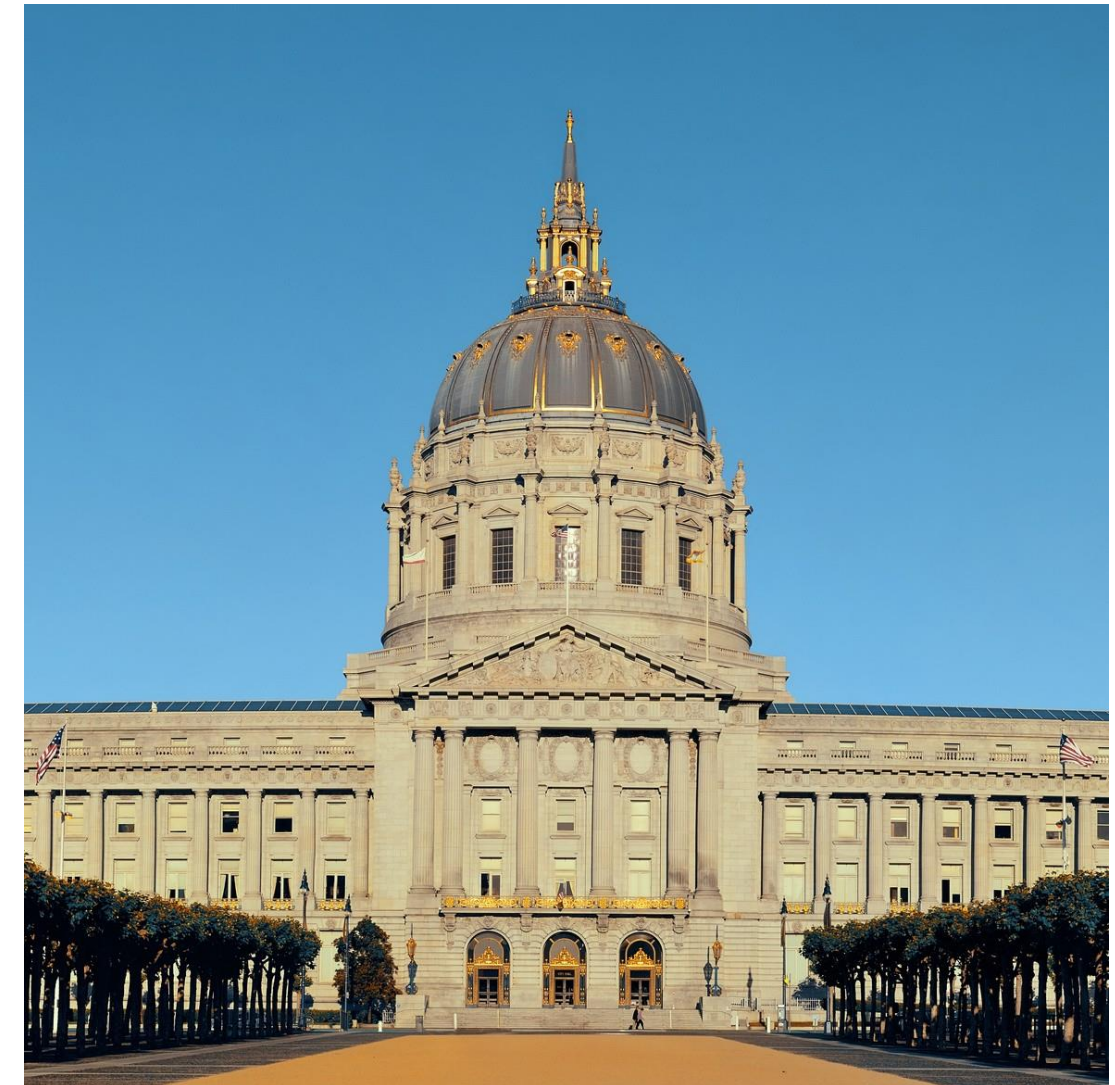
Utilize HR representative to help promote well-being and emphasize policies that support employee well-being.



People and Policy

- Healthy Social Guidelines
- Injury and Illness Prevention (Ergonomics)
- Lactation Policy and Family Friendly Workplace Ordinance
- Racial Equity Action Plan
- Telecommute Policy and Program
- Well-Being Memorandum

View DHR's workplace policies sfhss.org/well-being-at-work/cc



Complete Best Practices

Annual Plan Tab 3A



1

Identify opportunities to establish well-being with department leadership and existing groups that can promote and support your efforts.

2

Create a culture of employee recognition and appreciation.

3

Use existing DHR policies or memorandums to support employee well-being. Make sure employees know about them.

4

Create consistency by offering a recurring well-being activity or program at least 4 times or more. Aim to offer monthly.

[Download Annual Plan Template](#)

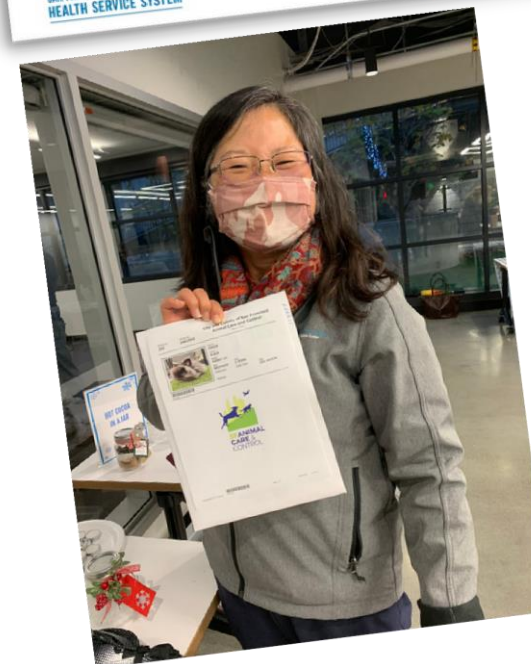
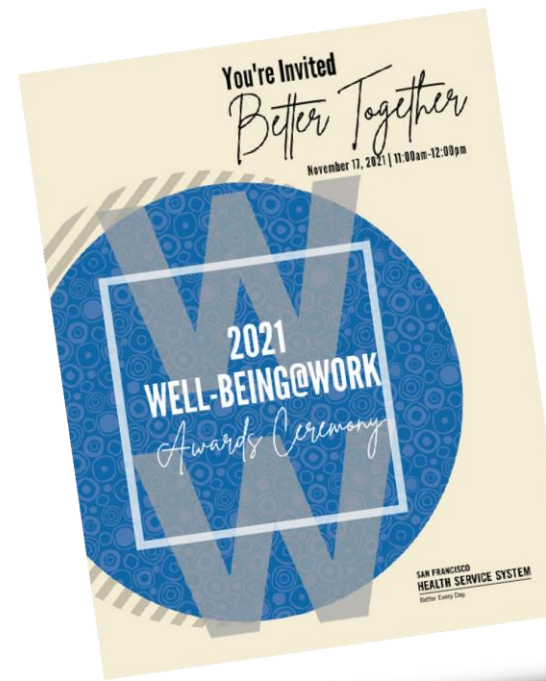
Well-Being@Work Recognitions & Celebrations



Well-Being@Work Recognitions & Celebrations

SFHSS recognizes departments well-being efforts through:

- Award Ceremonies (Platinum, Gold, Silver, and Bronze)
- Department Program [Spotlights](#)
- Champion Appreciation Events



Next Steps

1. W@W Annual Plan for FY 22-23

- Download and complete Best Practice tabs (1A, 2A, 3A) on [Annual Plan template](#)
- Start planning your activities and submit requests for the next 3-6 months
- Download the [Champion Resource Guide](#)

2. Check-in Meetings

- Schedule and prepare to review your Annual Plan with your Coordinator in September

3. Champion Appreciation Event

Stay tuned!



Thank you!