



WELL-BEING@WORK

Supporting Employee Mental Health

Carrie Beshears, SFHSS Well-Being Manager

Jeannette Longtin, SFHSS Sr. EAP Counselor

Lisa Ocampo, SFHSS Well-Being Coordinator



Agenda

1. W@W Updates
2. Stigma-Free Mental Health in the Workplace
3. Mental Health Awareness Month Campaign
4. SFHSS Programs and Activities
5. Navigating Health Plan Benefits
6. Next Steps
7. Q&A



W@W Updates

1. Schedule Now: Q4 - June Check-ins with your Coordinator
 - Have your Annual Plans completed and ready to be reviewed
 - 2-year Annual Plans (FY 21-22 & 22-23) are **Due 7/21**
2. Submit Spotlights **Due 5/26**
3. Departments participating in *Well Traveled*
 - Communications push for departments under 20% registration
 - Challenge starts **5/15**
4. Fruit Orders
 - Must be tied into a well-being activity
 - Advance notice (at least 2-weeks)
5. Activity Requests – 6-to-8-week advance notification
6. Next training: W@W Overview July 2023



Jeannette Longtin, Sr. EAP Counselor

MS, MBA CEAP, LMFT License# 20579
Certified Workplace Mediator

Jeannette Longtin has been a licensed therapist for over 38 years. She started her career in the corporate sector as an Employee Assistance Program (EAP) Counselor. Her experience includes private practice, contractor for the US Army as the Director of Psychological Health for the 63rd Regional Support Command of the Army Reserve, and Director of Healthy Novato, a community health initiative to reduce teen drinking in Marin County.

In 2015 she joined the San Francisco Health Service System department as an EAP Counselor. She is the liaison to first responder departments (Police, Fire and Sheriff) and works closely with their mental and behavioral health teams. Jeannette has developed numerous workshops, leads efforts to shine a light on mental health and mental health issues and is the lead for marketing and promotions for the EAP. She provides short-term solution focused counseling, critical incident response, case management, bridge-to-care counseling for Worker's Comp cases and acts as an advocate to ensure access to mental health services through employee health plans. Jeannette is a certified workplace mediator, providing this service for city employees.

Stigma-Free Mental Health In The Workplace

Lead the way for mental well-being at work.



“Without mental health, there can be no true physical health.”

- Dr. Brock Chisholm,
the first director-general of the World Health Organization (WHO)

Learn

Some facts about mental health and mental illness.

Discover

How you can lead your department in creating a stigma-free work environment.

Gain

Tips to help build a workplace culture that prioritizes mental health & well-being.

Explore

SFHSS mental health benefits and resources.



Mental Health Is Central to Being Human

*and deeply integrated into every
aspect of who we are and how we
relate to the world around us.*

Mental health includes our emotional, psychological & social well-being.

- It affects our thinking, our perceptions, how we feel & how we act.
- It contributes to how we handle stress, relate to others, & the choices we make.
- It can impact our physical health & our physical health can impact our mental health.
 - Example – Depression increases the risk for conditions like diabetes, heart disease & stroke.
 - Example – Physical health conditions can cause anxiety, depression, a desire to isolate.
- It influences how we show up at work, our productivity and ability to perform.
- Work environment can support mental health but can diminish it as well.

More than 1 in 5 U.S. adults live with a mental health condition.

There is no single cause.

- Feelings of overwhelm
- Personal & family history
- Sleep deprivation
- Biological factors
- Lack of support system
- Alcohol or drugs
- Lack of coping skills



Stigma Is Negative Stereotypes

When a person is viewed or judged by others in a negative way because of a mental health condition.


It can be expressed through:

Hurtful language, labeling, jokes, avoidance, minimizing a person's problems or experience, unkind remarks, para-verbal and non-verbal communications.

This can result in a person:

- Feeling alone or othered
- Feeling embarrassed, shamed or humiliated
- Being afraid to talk about it
- Not asking for help when they need it





Mental health is not static – it can change over time and with life circumstances.

Jamboard Activity

Thinking about both work and personal, what are some life circumstances or events that could affect a person's mental health?

Stigma Plays A Big Part In How Mental Health Is Delt with...

What is mental health stigma and why does it matter?



Stigma Can Show Up In Different Ways

- **Public Stigma** – Negative attitudes about mental health in our society, community or culture.
- **Self-Stigma** – Negative thoughts about ourselves when dealing with a mental health condition; Self-criticism instead of self-compassion.
- **Institutional Stigma** – Negative attitudes that can be found at work, at school, in religious communities, and even in health care settings.

Breaking down stigma is about creating a workplace culture of awareness and acceptance while challenging faulty beliefs

We can all take part in creating a stigma-free workplace.
You can lead the way...



Where to start?

STEP 1:

Educate Yourself & Others About Mental Health

- Learn about mental health conditions and help that is available.
- Be willing to let go of faulty ideas like mental illness being a result of weakness.
- Speak up when others act or talk insensitively about mental health.
- Recognize that mental health & physical health are equally important.
- Maintain the framework that mental health conditions are common & treatable.
- Learn to recognize signs of emotional distress and what to do when an employee may be struggling.



STEP 2: See the Person, Not the Condition

- Each person has their own history, story, and journey.
- There is a lot more to a person than their diagnosis.
- Labels can hurt, notice how you might be using labels to define people.
- Learn about the person, appreciate who they are, provide compassion, kindness and empathy for what they are going through.
 - Actively encourage others to do the same.



STEP 3: Take Action

- Support those who are open about living with a mental health condition and ask EAP for a consultation about how to do this.
- Remove judgement from your thinking and replace it with compassion.
- Make necessary changes in how you talk about mental health and mental illness both in and out of the workplace.
- Take steps toward creating a work culture of mental health well-being.

How can you bring mental health & well-being into the workplace?

Promote Mental Health Department-wide

1. Provide HSS Mental Health Messaging to your employees and talk about it in staff meetings.
 - Emails
 - Posters
 - Flyers
 - Conversation starters
2. Bring up mental health topics in staff meetings & huddles.
 - Ask us for topics and handouts.
3. Encourage and promote regular de-briefings for public facing jobs that are stressful.
 - Leader-led or peer-led
 - EAP facilitated



Promote Mental Health With Your Employees

Pick the low-hanging fruit!

1. Encourage a culture of peer to peer and leader to staff recognition regularly.
 - A simple “*Thank you!*” or “*Nice job!*” can go a long way.
 - Check out the Gallup report, “*Transforming Workplaces Through Recognition*” for more information <https://www.workhuman.com>
 - Check out the Recognition & Appreciation Tool Kit.
2. Encourage 1:1 check-ins with staff that include, “*How are you doing?*” “*How can I support you?*” Most importantly, Listen...



Listening is how you take in information and open dialogue.

Listen With **RASA**

- **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.

More Low-hanging Fruit...



Encourage employees to use their vacation time.



Encourage employee to take their breaks.



Encourage employees to eat away from their desks.



Promote mental health days off.



Promote the idea of a “battle buddy” – a check-in partner so employees are watching out for one another.

Tap Into Your Mental Health Partner - EAP

Contact us for Programming for Your Department:

- Leadership In Action Workshop Series *for supervisors, managers, superintendents, directors*
 - Includes EAP Essentials for Leadership & Psychological First Aid
- EAP Orientation for Staff
- Making Work, Work Workshop Series
- Many more topics to choose from through our external EAP vendor, ComPsych

Mental Health Awareness Campaign

Mental Health Awareness (MHA) Campaign

Every year during the month of May, SFHSS joins the national movement to raise awareness about mental health.

MHA is a citywide email campaign that focuses on:

- Reducing stigma
- How to find help
- Promote mental health benefits and resources
- Drive members to services – EAP and Mental Health Benefits

Learn more at: sfhss.org/were-here-for-you

**Mental
Health
Awareness
Month** 

*Stigma-free Mental Health.
Healing Begins with Conversations.*



Mental Health Awareness Month Events

Mental Health First Aid, 5/24, 1:00-5:00pm - Space is limited, RSVP today!

Mental Health First Aid at Work is a high-impact, skills-based 4-hour training program that teaches employees how to identify, understand and respond to a person who may be developing or experiencing a mental health concern or crisis.

EAP - Stress First Aid Workshop, RSVP 5/17, 11:00am-1:00pm & 5/30, 11:00am-1:00pm

Stress First Aid is evidence-based peer support and self-care model that anyone can use in any setting during stressful times. In this 2-hour training, you will learn what stress first aid is, how to recognize distress in yourself and others, and build essential skills to help others in a time of distress.

WEBINAR: Navigating Your Mental Health & Emotional Well-Being Benefits, 5/31, 12:00-1:00pm

Click HERE to join

You will learn how to navigate your mental health resources and learn what additional free resources you have to support your emotional well-being from SFHSS and your health plan provider.

To view additional offerings sfhss.org/events



Mental Health Awareness Month

Dear Colleagues,

Help us break the stigma and join the movement to raise awareness about mental health. **May is Mental Health Awareness Month, please take care of your own mental health and learn more on how you can support others.** This month, SFHSS is offering training, [webinars](#) and tools to support [the emotional](#) and mental health for all employees and members.

Get started and take the [mental health profile](#) and learn about resources to support you.

Participate in mental health trainings and educational webinars:

- **Mental Health First Aid, 5/24, 1:00-5:00pm - [Space is limited. RSVP today!](#)**
Mental Health First Aid at Work is a high-impact, skills-based 4-hour training program that teaches employees how to identify, understand and respond to a person who may be developing or experiencing a mental health concern or crisis.
- **EAP - Stress First Aid Workshop, RSVP for one session [5/17, 11:00am-1:00pm](#) & [5/30, 11:00am-1:00pm](#)** Stress First Aid is evidence-based peer support and self-care model that anyone can use in any setting during stressful times. In this 2-hour training, you will learn what stress first aid is, how to recognize distress in yourself and others, and build essential skills to help others in a time of distress.
- **Webinar: Navigating Your Mental Health and Emotional Well-Being Benefits, 5/31, 12:00-1:00pm [Click HERE to join](#)** You will learn how to navigate your mental health resources and learn what additional free resources you have to support your emotional well-being from SFHSS and your health plan provider.
- **[Download the resource flyer](#)** to learn about your mental health benefits and emotional well-being resources available to you.

Additional activities to support your mental health and well-being can be found here sfhss.org/events.

[Include this section in your email IF you ordered EAP Mental Health Coasters]

In support of Mental Health Awareness Month in May, EAP coasters are available and will be distributed to staff who would like one.

Thank you for your support and joining us in this effort to highlight mental health as part of [whole](#) person well-being. Please take time to engage in the activities listed above.

Regards,
INSERT SIGNATURE HERE

Mental Health Awareness Email Template

Mental Health Awareness Visual Reminders

EAP Coasters



MS Teams Virtual
Backgrounds



Download here

sfhss.org/mental-health-awareness-month-backgrounds



SFHSS Programs & Activities

Request Programs and Activities

To view the complete list visit sfhss.org/resource/well-being-activities-description-list



- Walking for Mental Health
- Languishing, Flourishing, and Your Mental Health
- Managing Worry and Anxiety
- Understanding Depression
- Sleep: An Essential Component of Health and Well-being
- Mental Health Awareness
- Relaxation “Micro-Moments” and Winding Down Techniques



- Meditation
- Yoga/Chair Yoga
- Tai Chi
- Tactical Breathing



- Stress Management
- Stress Busters: Practice Skills to Destress
- Gratitude
- Power of Meditation
- Practicing Self-Care
- Self-Compassion

Campaigns & Toolkits



RECHARGE - Stress Management

sfhss.org/well-being/stress-management



Play Your Way - Physical Activity

sfhss.org/well-being/physical-activity



Eat Better, Feel Better -
Healthy Eating

sfhss.org/well-being/healthy-eating



Mental Health Awareness

sfhss.org/were-here-for-you



Setup & Go – Office Ergonomics

sfhss.org/setupandgo



Navigating your Mental Health and Emotional Well-being Resources

Some Facts About EAP Services

SFHSS EAP Counselors

Monday to Friday, 8:00am-5:00pm

Call: (628) 652-4600

Email: eap@sfgov.org

sfhss.org/eap

ComPsych Guidance Consultants Are Available 24/7

24/7 assistance with assessments and referrals. Primarily for personal consultations.

If you think you need help, call: (628) 652-4600

Six sessions of short-term solution-focused counseling in a twelve-month period per problem.

Counseling services are:

Confidential with legally mandated exceptions

FREE

Voluntary

Services are currently primarily available via telehealth (phone & video).

SFHSS uses TEAMS for video & phones for calls.

ComPsych referrals utilize a platform of their choosing.



SFHSS EAP Primarily Work

- Individual Consultation
- Individual Coaching
- Leadership Consultation
- Leadership Coaching
- Work-related Counseling
- Anger Management
- Mediation
- Organizational Consultation
- Worker's Comp
- Difficulty accessing care through ComPsych or Benefits
- Advocacy
- Workshops / Trainings
- Critical Incident Response

ComPsych Primarily Personal

- Relationship Problems
- Anxiety
- Depression
- Grief & Loss
- Worry & Stress
- Couple Counseling
- Parent Problems
- Work / Life Balance
- Specific Ethnicity, Race, Language, LGBTQ Therapist Desired

Health Insurance

- Medication Management
- Longer-Term Therapy
- Major Depression
- Other Mental Illness
- Substance Abuse Treatment
- Severe Sleep Disorder
- Psychiatric Crisis
- Physical Health Problems Involved or Suspected
- PTSD



Resources for your Mental Well-Being

- Over 1000+ resources for topics such as: anxiety, depression, stress, sleep, self-care, and meditation
- Apps, podcasts, videos, articles and books
- Mental and emotional health assessments
- Evidence-based approaches vetted by experts

Join Today! Find the right resources for you.

1. Create an account at sfhss.org/crediblemind
2. Complete the “What’s Your Mental Health Profile [Assessment](#)”







Mental Health Benefits

			
<p>LifeReferrals 24/7 (800) 985-2405</p> <p>Mental Health and Substance Use Disorder Services (877) 263-9952</p>	<p>Health Net Behavioral Health (833) 996-2567 Website: healthnet.com/sfhss</p> <p>Mental Health and Substance Use Disorder Services healthnet.com/sfhss, or call the Mental Health Benefits number 833-996-2567 (TTY: 711)</p>	<p>Support Groups and Classes kp.org/mentalhealth</p> <p>Telephone/Online coaching (866) 862-4295</p> <p>Mental Health and Substance Use Disorder Services (800) 464-4000</p>	<p>24/7 Emotional Support Line (866) 342-6892</p> <p>Mental Health Services: Make an appointment (866) 282-0125</p> <p>Telemental Health liveandworkwell.com/ or welcometouhc.com/sfhss</p>

For more info visit: sfhss.org/Using-Your-Benefits/using-your-benefits-employees/mental-health-emp



Mental Health & Emotional Well-Being Apps

			
<p>Wellvolution - Free online platform that provides access to well-being apps.</p> <p>Ginger - Get expert mental health care online (HMO members access via Wellvolution & PPO members access via Accolade).</p> <p>Headspace - Learn meditation and mindfulness to reduce stress and boost mood.</p>	<p>myStrength - Online tool to help you manage stress, anxiety, chronic pain, and more. Track your health, enjoy activities, and become inspired.</p> <p>Unwind - A mental well-being program designed to help you better understand how your mind works, reduce stress, and build healthier habits.</p>	<p>Calm - Improve sleep, relaxation, and mindfulness with guided meditations, stories, music, soundscapes and more.</p> <p>myStrength - Helps to improve your awareness and change behaviors. Get access to tailored programs for managing depression, stress, anxiety and more.</p> <p>Headspace Care - Get support for coping with many common challenges - from stress and low mood to issues with work and more.</p>	<p>Sanvello - Offers clinical techniques to help manage stress, anxiety, and depression. Access to tracking and coping tools, guided journeys, weekly check-ins, and more.</p> <p>Talkspace - Online therapy, get support regularly, safely, and securely from your phone or computer.</p>

For more info visit: sfhss.org/Using-Your-Benefits/using-your-benefits-employees/mental-health-emp



Health Plans Well-Being Benefits

Visit sfhss.org/using-your-benefits

- ✓ [Fitness/Gym Discounts](#)
- ✓ [Weight Management](#)
- ✓ [Tobacco Cessation](#)
- ✓ [Healthy Eating/Nutrition](#)
- ✓ [Acupuncture and Chiropractic care](#)
- ✓ [Mental Health and Substance Abuse](#)
- ✓ [Pregnancy & Lactation](#)
- ✓ [Diabetes Prevention Programs](#)
- ✓ [Advance Directive](#)
- ✓ [Nurse line, Urgent Care, Telemedicine and online resources](#)





Additional Mental Health Resources

- [CredibleMind Flyer](#)
- [Mental Health Benefits Flyer](#)
- [EAP Counseling Flyer](#)
- [KP Mental Health Awareness Training - Free 35-minutes Video](#)
- [Substance Abuse and Mental Health Services Administration \(SAMHSA\) - Free Print Materials](#)
- [Recognition & Appreciation Toolkit: A Guide for Department Leaders](#)
- [Conversation Starters: Ice Breaker Questions](#)
- [Suicide & Crisis Lifeline](#) – Call: 988
- [Street Crisis Response Team \(SCRT\)](#) – Call: (628) 200-1139



Action Items

1. Send department wide email to support mental health awareness month and include resources:
 - CredibleMind Flyer
 - Mental Health Resource flyer
2. Pull from the toolkits, identify one that resonates and implement at the workplace
3. Distribute the desk coasters to employees
4. Submit Spotlights – Due 5/26
5. Schedule check in meetings with your Coordinator for June and have your Annual Plan ready to be reviewed.



Questions

References:

- <https://www.cdc.gov/mentalhealth/learn/index.htm#:~:text=More%20than%201%20in%205,a%20seriously%20debilitating%20mental%20illness.&text=About%201%20in%2025%20U.S.,bipolar%20disorder%2C%20or%20major%20depression.>
- <https://business.kaiserpermanente.org/insights/mental-health-workplace/create-stigma-free-workplace>
- <https://www.nami.org/Get-Involved/Pledge-to-Be-StigmaFree>

