Welcome to the California Leads Mini Session

• The presentation will begin shortly.
• All participants will be muted upon entry.
• These presentations will be recorded.
• Please put any questions in the chat, but note that we will not be responding live to the any questions.
• Connecting to audio – “Call using computer” for audio to come through your computer speakers or use “Call in/Call me” feature.
Welcome

CalHR Director Eraina Ortega
Welcome Remarks

Dr. Hastings with Magellan Health and The CalHR Statewide Engagement Program

Break

Mindful Moment

State Fund

Closing Remarks
Total Worker Well-being
Overview

Emotional health and wellbeing are paramount as we embrace a new normal at work and in life. The ability to feel emotionally, socially, and psychologically safe and to have a sense of trust, is key for surviving and thriving in today’s workplace.

This motivational keynote will allow you think about the principles needed to foster a culture of emotional safety and wellbeing through open communication, positive interactions, engagement, and healthy connections.
Objectives

The motivational keynote will address:

01 The reality that people are struggling, surviving, but could be thriving.

02 Ways to build a psychologically safe work culture and work environment.

03 Ideas to achieve total workers' wellbeing in order to thrive.
2 in 10 of us feel lonely & isolated in our free time.
2 in 10 of us feel lonely & isolated in our free time

3 in 10 of us don’t get enough sleep
2 in 10 of us feel lonely & isolated in our free time

3 in 10 of us don’t get enough sleep

4 in 10 of us live with pain everyday
2 in 10 of us feel lonely & isolated in our free time
3 in 10 of us don’t get enough sleep
4 in 10 of us live with pain everyday
7 in 10 of us are not actively engaged at work
2 in 10 of us feel lonely & isolated in our free time

3 in 10 of us don’t get enough sleep

4 in 10 of us live with pain everyday

7 in 10 of us are not actively engaged at work

8 in 10 of us have anxiety in our lives
Why is total Worker Well-being Important?
Key Contexts of Total Worker Wellbeing

Uncertainty necessitates psychological and physical safety

Promotes consistent advancement of emotional, physical, social, economic, and workplace wellbeing.

Encourages curiosity in the workplace which requires voices.

Fosters interdependence which involves continued learning.
How can people achieve Total Well-being?
5 Major Types of Wellbeing

**Physical**
Improvement of functioning and healthy lifestyle

**Emotional**
Variety of emotional skills to deal with life’s situations

**Social**
Positive interactions and communication with others

**Economic**
Able to meet financial obligations and achieve financial security

**Workplace**
Pursue passions and operate within talents and gifts
50% of the population is STRUGGLING
20% of the population is SUFFERING
30% of the population is THRIVING
100% have opportunities to improve their wellbeing, behaviors, mental health
Seven Keys to Achieve Total Worker Well-being

› Open Communication
› Positive Interactions and Healthy Connections
› Total Worker Engagement
› Physical and Psychological Safety
› Trust
› Policies, Procedures, and Supports
› Value the wellbeing (health and safety) of the total person
Well-being

› Workplace physical environment and safety climate
› Work evaluation and experience
› Health Status
› Workplace policies and culture
› Home, Community, and Society

TOGETHER WE CAN THRIVE!
2 in 10 of us feel lonely & isolated in our free time

3 in 10 of us don’t get enough sleep

4 in 10 of us live with pain everyday

7 in 10 of us are not actively engaged at work

8 in 10 of us have anxiety in our lives

10 in 10 of us have opportunities to improve our wellbeing and behavioral health
CALHR Statewide Engagement Programs

• Statewide Employee Assistance Program
• Statewide Wellness Program
• Statewide Merit Award Program
STATEWIDE EMPLOYEE ASSISTANCE PROGRAM

Helping Employees with Daily Challenges and Difficult Situations
Employee Assistance Program (EAP)

EAP is free, confidential, and available 24/7/365.

EAP provides a full range of services including, but not limited to:

• Assessment and short-term counseling
• Work-Life services
• Financial services
• Legal services
• Health and well-being services
Eligibility

• Active State of California employees and their eligible dependents.

• EAP has three employment categories and three benefit levels: [EAP Eligibility Table](#)
EAP SERVICES
Health and Well-Being Services

- Struggling with stress and anxiety.
- Finding time and balance in life.
- Feeling down or sad.
- Coping with the loss of a loved one.
- Managing relationship issues.
For those times when employees need some extra assistance in finding an available appointment.
Coaching is available to help employees achieve a specific personal or professional goal.

Gives employees the opportunity to meet with a counselor via video conference.
Virtual Therapy

Employees can meet with a therapist virtually, by text, chat, phone, or video conference.

Online Registration and Provider Search

Access the member website to search for care in your area.

eap.calhr.ca.gov
Manager Support

Access the Manager Support feature on the website for management support to help staff thrive at Manager Support.
EAP Website Resource

Visit eap.calhr.ca.gov to access programs, services, articles, and timely crisis information.

• Available 24/7/365.
• View EAP orientation videos.
• Register for live webinars.
• Search for a counselor.
EAP Materials

Employee Brochure:  Employee Brochure

Supervisor Handbook:  Supervisor Handbook

Monthly Updates:  EAP Monthly Update

Webinars and Workshops:  EAP Webinars and Workshops
STATEWIDE WELLNESS PROGRAM
Engaging Employees through Wellness and Healthy Well-Being
Why Employee Wellness?

State of California wants to create a workplace that promotes and sustains a culture of well-being.

State employees spend many of their waking hours at work.

Enhancing the overall well-being of the state workforce can lead to:

• Healthier, happier, and engaged employees
• Improved departmental morale and productivity
• Reduced absenteeism or presenteeism
• Reduced employee turnover
Healthier U Connections

- Voluntary wellness portal available to all current state employees
- Wellness articles, recipes, cooking tutorials, 5-10 minute stretch or exercise videos, and more!
- Login at [www.calhrwellness.com](http://www.calhrwellness.com), Registration Code: **Wellness2021**
Portal Navigation

- Rotating spotlight banner images
- Quick links featured under “Stay on Track”
- Content featured on tabs
Mindful Moment

Video Series

- Series of one-minute videos
- Focus on breath and imagery to refresh the mind, reduce stress, and increase focus.

Monument Valley Sunrise Video
Physical Wellness

- Bodyweight, Weights, HIIT/Cardio, Stretching and Yoga exercise videos
- 4 – 20 minutes in length
- Desk posture tips
- Daily warm Up for active and desk jobs
- Neck, low back, shoulder, and hip mobility routines
Virtual Kitchen

Cooking Tutorials and Recipes

- Breakfast
- Lunch
- Dinner
- Snack
- Dessert
- Drink

Dinner Recipes Snapshot

- Chicken and White Bean Salad
- Easy Stuffed Pasta Shells
- Garden Chili
- Grilled Fish Tacos with Peach Salsa
- Homemade Pizza
- Lemon Garlic Salmon
Community

Features

• Monthly Content – Wellness articles, resources, and wellness polls
• Testimonials – Share and celebrate wellness success stories!
• Mental Health Resources
• Upcoming Wellness Webinars
Activity Tracking & Device Syncing

Features

• Tracker – Track your fitness, nutrition, and other wellness activity. Employees can also use the Tracker to create teams, set up competitions with colleagues, and set personal goals.
• Connect their device
• Add a shortcut to the portal on their iPhone or Android device to access Healthier U Connections on the go
• Wellness Calculator
Wellness Resources

• Healthier U Connections
  – Healthier U Connections Portal Promo
  – Login at www.calhrwellness.com
  – Registration Code: **Wellness2021**

• CalHR Meditation Moments: [Meditation Moments - YouTube](https://www.youtube.com/calhrmeditationmoments)
STATEWIDE MERIT AWARD PROGRAMS

Engaging Employees through effective recognition
Merit Award Program

The Merit Award Programs identify extraordinary employees within departments, which visibly recognize employee accomplishments.

The Merit Award Programs are:

- Governor’s State Employee Medal of Valor Award Program
- Employee Suggestion Program
- Superior Accomplishment and Sustained Superior Accomplishment Awards Program
- 25 Year Service and Retirement Awards Program
- California Public Service Recognition Week
- Californians Serving California Employee Engagement Initiative
What is Employee Engagement?

- **Gallup defines employee engagement** as “the involvement and enthusiasm of employees in their work and workplace.”
- Or, more succinctly, your employees’ connection to their work.
Recognition Fosters Engagement

The Merit Award Programs support an engaged workforce through:

- Communication
- Connection and Belonging
- Leadership Style Shift
- Trust
- Recognition
- Training
- Compassion
Communication

- Keep employees informed with transparent and consistent messaging.
- Encourage face-to-face communication via available technology.
- Understand and communicate employees’ needs; seek resolutions amenable.
- Listen - keep open line of two-way communication.
- Provide guidelines and expectations for engaging workplace.

This Photo by Unknown Author is licensed under CC BY
Connection and Belonging

**Key Topics**

- Focus on establishing *Inclusion*
- Encourage and support employees to connect with each other.

  – Utilize the *Californians Serving California* Employee Engagement resources!
Leadership Style Shift

Key Topics

• Focus on a transformative leadership style or “path-goal” leadership style.
  – Shift away from transactional leadership style.
• The goal is important, but it is attained by supporting employee needs.
Trust in the Workplace

• Trust builds psychological safety for employees.

• Trust intentionally developed by supervisors and managers results in employees doing their best work!
Building Trust

Focus on work product and trust your employees working towards the common goal.

• Model the way.
• Encourage new ideas.
• Share necessary information.

Clearly communicate the milestones and goal.
• Constructively address work product issues.
• Delegate projects and assignments.
• Practice transparency and keep your word.
Recognition

- Recognition should be timely, appropriate, sincere and specific.
  - [CalHR Employee Recognition Toolkit](#) is full of resources!
- Recognition Strategies for Supervisors
  - Celebrate [California Public Service Recognition Week](#)
California Public Service Recognition Week

• Recognizing the hard work employees do throughout the year.
CalHR’s Employee Recognition Committee would like to celebrate the hard work our staff has done and continues to do. Our 2022 PSRW events are as follows:

**May 2**
Executive Meet & Greet
Chat with Director
Eraina Ortega
3-3:30 p.m.

**May 3**
Years of Service Day
Share a photo of how many years you’ve worked with the State.

**May 4**
Wellness Wednesday
Check out our Meditation Moments on our YouTube.

**May 5**
Thankful Thursday
Take a moment to thank a colleague for their help this year.

**May 6**
Division Socials
We invite divisions to host an informal chat with employees.

Questions? Please email Merit@calhr.ca.gov
Training

• Support professional development opportunities.

• Promote an inclusive work-space
  – Building knowledge is critical to the future of our workplace.
  – CalHR’s Diversity, Equity, and Inclusion (DEI) Toolkit

• Encourage a learning mindset.
Compassion

• Consideration is the key to community.
  – Create space for positive social interaction
  – Support individual communications and team spaces
  – Share support and resources
CalHR Resources

California Public Service Recognition Week (CA PSRW) Webpage

CalHR Employee Recognition Toolkit and “CAServingCA” Employee Engagement Initiative

CALHR's Diversity, Equity and Inclusion Toolkit (DEI) Webpage

CALHR's Learning Management System (CalLearns): Beyond the Pandemic-The Hybrid Workforce 2022
Contacts!

Reach out to your Personnel Office for your department’s program administrators.

Need more help? Ask us!

Recognition: Merit@calhr.ca.gov
Wellness: CalHR.Wellness@calhr.ca.gov
EAP: EAP@calhr.ca.gov
BREAK
MINDFUL MINUTE

Take one (1) minute to completely refresh the audience brain, reduce stress, and increase focus. While engaging in this exercise, the audience should take a moment to put away all distractions and completely relax.

Focus on breathing “in and out” slowly as the video plays.
Physical wellness

In promotion physical well-being, let’s review the following exercise modules:

- Open Chest and Shoulders
- Daily Warm Up for Sedentary Jobs
- Desk Posture Tips
PHYSICAL WELLBEING
PHYSICAL WELLBEING

Daily Warm Up for Sedentary Jobs
PHYSICAL WELLBEING

Desk Posture Tips
Healthier U Connections

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CALHR
California Leads
2022 Mini Session
Office Safety
Training Overview

• Identify the Risks
• Provide Solutions
• Review Resources
Office Safety Topics

- General Office Safety
- Materials Handling
- Electrical
- Fire
- Indoor Air Quality
- Noise
- Ergonomics
- Resources
GENERAL OFFICE SAFETY
General Office Safety

Some Common Causes of Accidents:

- Slip, Trip, and Fall Hazards
- Filing Cabinet Hazards
- Poor Housekeeping
- Horseplay
- Cutting and Puncture Hazards
SLIP, TRIP, and FALL HAZARDS

Outdoor Walkways and Parking Areas
• Trips on uneven walking surfaces

Indoor Hazards
• Trips on rugs and carpets that don’t lay flat
• Trips on extension cords running across walkways
• Trips due to poor housekeeping
• Trips over filing cabinet draws left open
• Falls from improper use of office chairs
  • Not looking before sitting
  • Chair being used as a ladder
Filing Cabinet Hazards
• Contact with open drawers or sharp corners
• Cabinets placed within walkways and doorways block exits
• Pinched fingers when closing drawers
• Top heavy cabinets can tip over

Poor Housekeeping
• Office clutter can cause accidents

Horseplay
• Joking around, such as running, throwing things, etc., can lead to accidents
General Office Safety

Prevention

• Locate cabinets out of walking areas and doorways
• Place heavier items in bottom drawers; distribute files equally from top to bottom
• Keep filing cabinets out of walkways and away from doors
• Never walk away leaving file drawers open
• Watch the drawer as you close it (pay attention to where your fingers are)
• Keep a tidy office - look professional and avoid accidents
Cutting and Puncture Hazards

- Knives and Box Cutters
- Paper Cutters
- Cutting Shears

Prevention

- Use sharp blades. Never place hand/fingers near cutting blade.
- Always cut away from you; never direct the cutting blade towards you.
- To avoid injury, be aware of hand placement relative to the position and anticipated movement of the cutting tool.
Office duties may require risky movements that often result in back or other injuries. These movements can include:

- Twisting at the Waist When Lifting
- Lifting or Moving Heavy Items
- Bending Over
- Reaching Overhead or Outward While Lifting

The good news is . . . . injuries caused by these activities can be avoided by following a few simple guidelines
Preventing Lifting Injuries

- **Use proper lifting techniques**
  - Think about the task at hand
  - Balanced stance with feet placed shoulder-width apart
  - Squat down (bend your knees) and hug the load close
  - Grasp firmly with entire hand. Use palms and not just fingers
  - Lift gradually, using legs, abdomen
  - Once standing and carrying the load, **never** twist at the torso.
  - Lower the load slowly, don’t jerk
Material Handling Aids
• Use a push cart, hand-truck, or dolly for heavier loads
• Always secure the load to prevent shifting during movement
• Always push the load straight ahead

Situational Awareness
• Learn to recognize and anticipate risky activities
• Take protective measures by utilizing this training
ELECTRICAL SAFETY
Basic Electrical Safety Precautions

• **Overloaded Outlets**: Overloading electrical circuits and extension cords can result in a fire

• **Electrical Cords across Walkways and Work Areas**: Present a tripping hazard . . . use a cord runner instead

• **Improper Placement of Cords**: Never pull or drag over sharp objects that may cause cuts in the insulation. Never place on hot or wet surfaces, or through walls, windows, doors, or ceilings

• **Defective, frayed or improperly installed cords**: Exposed wires can lead to electrical shock, always inspect before use

• **Electrical Panel Doors**: Should always be kept closed to protect against "electrical flashover" in the event of an electrical malfunction. Maintain 36” of clearance in front of electrical panels!
Basic Electrical Safety Precautions

• Unsafe/Non-Approved Equipment: Look for UL Listed Label

• Live Parts Unguarded: Ensure wall receptacles have covers

• Pulling of Plugs to Shut Off Power: Use equipment switch or have one installed

• Jammed Office Machinery: Always follow the equipment manual for clearing a jam

• Defective Equipment: Replace defective equipment immediately!
FIRE SAFETY
Fire Safety

• Follow company procedures
• Familiarize yourself with location of fire extinguishers and exits
• Choose the correct extinguisher
• Warn anyone in the area
INDOOR AIR QUALITY
• Many things can affect indoor air quality:
  • Ventilation
  • Smoking and vehicle exhaust
  • Temperature, humidity, and carbon dioxide
  • Mold
  • Office supplies and personal products
  • Dust and other particulates
Indoor Air Quality (IAQ) Factors

- IAQ can be affected by:
  - Ventilation
    - Blocking open doors that have automatic door closers
    - Blocking Vents
    - Making small offices out of larger offices
Indoor Air Quality

Indoor Air Quality Factors (cont.)

• Mold
  • Mold occurs naturally outdoors and indoors
  • Mold needs water to grow, as well as a source of food (sheetrock, paper, wood)
  • If your office is flooded, it is extremely important to dry the walls and carpet as soon as possible (24-48 hours)
Indoor Air Quality Factors (cont.)

- Office supplies and personal products that can cause respiratory and eye irritation
  - Dry erase markers and cleaners, markers
  - Bleach and bleach wipes
  - Window and surface cleaners
  - Perfumes
  - Air fresheners, deodorizers and potpourri
- Dust and other particulates can cause respiratory irritation
  - Dust your work area regularly and keep it clean
  - Custodial stuff cannot dust your desk for you!
- Inefficient/lost communication
- Work stoppage for communication
- Incomplete instructions/knowledge

- Wasted Investment in Ineffective solutions
- Increase in Workers Comp Claims, Potential Law Suits, Insurance Premiums

- Greater risk of accidents and fatalities due to reduced situational awareness
- Reduction of productivity

NOISE
Noise

- Noise is any sound that is loud, unpleasant, unexpected, or undesired.
- Acceptable levels will vary with the individuals in the office.
- While it is unlikely that noise levels in offices will reach damaging levels, noise can:
  - Create physical and psychological stress.
  - Reduce productivity.
  - Interfere with communication and concentration.
• Sources of noise in the office include:
  • Printers/fax machines
  • Computers
  • Phones
  • Voices
  • Ventilation/Heating Systems
  • High foot traffic
  • Radios
• Noise can be reduced by:
  • Choosing the quietest equipment
  • Maintaining equipment
  • Reducing the ring volumes on phones
  • If radios are allowed, keeping volumes low
  • Placing noisy equipment in a separate room or as far away from work stations as possible
  • Rearrange work areas to isolate foot traffic
  • Carpet, walls, and cubicles can help dampen noise
The Perfect Posture
What is the Goal?

MOVEMENT

- Resting Muscles: Blood Needed, Blood Flow
- Dynamic Work: Blood Needed, Blood Flow
- Static Work: Blood Needed, Blood Flow
Why Adjust Equipment?
Comfortable vs Familiar

I’ve always done it this way
Cal/OSHA Updates COVID-19 Emergency Standards

The revisions, which took effect January 14, 2022, include changes to the guidelines for returning to the workplace during the COVID-19 pandemic.

Focusing on ergonomics, the updated standards emphasize the importance of proper posture and equipment to prevent musculoskeletal disorders among workers.
Office

Office workers can experience discomfort and develop injuries from bad posture, looking at a computer monitor for too long, and performing repetitive tasks. These resources can help whether your employees are in the office or working from home.

- Shared Computer Workstations
- Chairs: How to Choose
- Laptop Ergonomics
- Additional resources for office workers
- Office Ergonomics Evaluation Form (PDF)
# Office

## Computers, monitors and keyboards
- Keyboard Shortcuts
- Laptop Ergonomics
- Monitors and Your Vision
- Monitor Set-Up
- Shared Computer Workstations
- Office Ergonomics Workstation Tips (PDF)
- Task Lighting
- Practicing the 20-20-20 Rule
- Wrist Splints

## Phones and communication devices
- Headsets
- Texting Ergonomics
- Tech-Related Tension Neck

## Home office
- Home Office Ergonomics Instructions (PDF)
- Home Office Ergonomics Questionnaire (PDF)
- Home office Ergonomics Follow-Up Form (PDF)
- Home Office Safety Checklist (PDF)
Questions?
Thank You
Thank you for attending the California Leads Mini Session on Total Worker Well-being

- [https://www.calhr.ca.gov/Pages/calhr-conference.aspx](https://www.calhr.ca.gov/Pages/calhr-conference.aspx)