

>> Dr. Dacia Hastings: Physically well and safe and supported in the work environment. Next slide, please. Next slide, please. Additionally, we must be ready to address what it means for today's workers to show up, even at work given uncertain times. Sadly, many don't know how to cope with their feelings or emotions of uncertainty, preventing them from experiencing or feeling their best self. From a contextual perspective, uncertainty, which has been always a part of our lives, necessitates psychological and physical safety. It encourages curiosity, which leads to interdependence, which necessitates learning. Something we all need to grow through as changes and often uncertainty brings about. Next slide, please. So when we think about how can people achieve total worker wellbeing, we've discussed the why now let's take a look at the how. How do we achieve total worker wellbeing? Well during this new normal, when we know that, or when we – rather we don't know what the workforce will look like, how do people, or how will people behave in this new normal, especially when we're all actively trying to figure things out? How we achieve this is that we go back to the basics. We embrace things from a holistic perspective, looking at the five major types of well-being that people need, the physical, the emotional, the social, the economic, and the workplace well-being. Each one being – knowing that the whole is often greater than the sum of its parts. Next slide, please.

[ Background Sounds ]

I'm sorry, go back to the previous slides, I apologize. Experts tell us that in order for a person to feel totally well, they must have wellbeing in each one of these five areas I just mentioned. The most important being our emotional well-being. You see, it dictates for us how we will fare on an ongoing basis. For example, if a person's emotional health declines, they are less likely to prioritize their physical health, or let alone nurture social relationships. Consequently, if a person is emotionally unwell, what then happens is they don't have the capacity to take care of things that involve their physical health, or even their economic health for that matter, or even function at their optimal in the workplace. One can conclude then that there is significant value in supporting the emotional health of our employees, less all other areas of wellbeing will suffer. Next slide, please. Next slide, please. Unfortunately for us, 50% – previous slide, please. Unfortunately for us, 50% of the people we know are struggling. What this means is that one or two areas in their lives is suffering. It looks like threading through water. One moment, I'm above the water. One moment I'm below. Threading water over time becomes exhausting. Next slide, please. Then we know that 20% of the population is suffering. And as we think about suffering as a feeling as if you are underwater and drowning, barely making it, 20% of the population is suffering. Next slide, please. But let's take a step beyond what's going on into perhaps each of our lives and look at the role of leaders and what you can do to support employees in order to help them be among the 30% of the population that could be thriving. Thriving can be described most simply as being out on a raft, floating in the sun, life is good. Next slide, please. So what about you? What about the other 70%? The good news is 100% of us have the opportunity to thrive. Supports like the EAP can help in

such a way where organizations think about how to foster an environment that supports well-being. You might wonder, how can we get there? Let's take a look at seven key ways to achieve total worker wellbeing. Next slide, please. So I will share seven principles that leaders and managers should adopt to achieve total worker wellbeing in the workplace. Let's take a look at communication. Open communication at the very basic means actively and attentively listening with an open mind in order to gain perspective and understanding. With open communication, employees believe that the environment is safe, safe enough for them to express feelings, their thoughts and know that they will be heard. In a recent coaching conversation with a client I had with an employee who was getting ready to return to the workplace with much uncertainty. She concluded that she felt angry, she felt frustrated and unappreciated. As we dive into things a little further, in the same breath this employee admitted that her manager had expressed that if she were to leave the workplace, it would be a tremendous loss for the organization. So the same person who felt unappreciated, didn't realize how appreciated she really was because our emotions, negative emotions, can at times overshadow rational thinking. This example shows how perception in the face of emotions can really take us to difficult places. As such, as it relates to communication, leaders and managers should display care and concern through having active listening and acknowledging the emotions. Open communication often encompasses clear messages, that we may still be figuring things out during these uncertain times. However, together we can get there. Open communication is best achieved when employees and managers have healthy working relationships. Trust is established and maintained. Next, let's talk about positive interactions and healthy connections. Which means offering things like team building and other opportunities and ways that people can gain peer support and interact with one another. So that the 63 year old lonely isolated worker we mentioned in the beginning doesn't feel so alone, or he doesn't have to process things that he might be feeling in isolation. And his 25 year old coworker, and only team member, doesn't have to feel so pressured, that she has to have non-work related conversations with her coworker throughout the day, because she feels bad that she may be his only source of human interaction. The third one, total worker engagement means recognizing that it does take all aspects of well-being, social, emotional, economic, physical and workplace, to ensure that today's employee feels healthy and whole. One important way to address employee engagement might be to address mental health in the workplace. Something in historical times that we have often shied away from because of the stigma, talking openly about mental health in the workplace means having those sensitive conversations to break down the walls of mental health stigma in the workplace. As leaders, we should think of the conversation from the perspective, if I were experiencing a mental health challenge, what would I need from my workplace? I once heard that leaders who talk about mental health in the workplace have far greater success with their teams and within their entire organization. Total worker engagement have – might also mean having those conversations in the workplace that would encourage self-care, something we all need. When people feel well, they have the emotional

bandwidth to stay engaged, and can tap into cognitive reserves when needed. The next three key principles will be addressed together, because I see them as interconnected. Trust must be central in the work environment for people to feel physically and psychologically safe. Additionally, policies, procedures and necessary supports must be in place where there's ongoing conversations around these aspects. Leaders must create an environment where people feel that they can speak up without fear of discipline, embarrassment, or even feeling ostracized. People also know what to do, who to turn to, and how to get help when needed. Because the policies and procedures are clear, understandable, and the atmosphere and work environment aligns with those policies and procedures. Supports are made available, and supports our encouraged. A form of support might be utilizing the EAP. Additionally, people don't exhaust sick days when they just need a day to decompress. You may have heard of the employee who, in 2017, tweeted her response from her boss, when she shared with her team that she was taking a few days off to take care of her mental health. Listen to this actual tweet that Madeline wrote. Hey, team, I'm taking today and tomorrow to focus on my mental health. Hopefully, I will be back next week refreshed and back to 100%. Thanks, Madeline. The boss' response to this employee's tweet went to this employee's email, sorry, went viral. His response was. Hey, Madalyn, I just wanted to personally thank you for sending emails like this. Every time you do, I use it as a reminder of the importance of using sick days to take care of your mental health. I can't believe this isn't a standard practice at all organizations. You are an example to all of us, and help cut through the stigma so that we can all bring our whole selves to work.

>> You're muted. Sorry, you're on mute.

>> Thank you, you are on mute.

>> Thank you.

>> You're welcome. I apologize for that.

>> That's OK.

>> Values become clear, based on how employees behave in the workplace, and how they interact with their peers and leadership, and how they show up at work with a sense of safety and overall wellbeing. Overall, these seven key principles are how we go about achieving total worker wellbeing. Knowing that people can feel safe and supported, where we're consistently checking in on our teams and fostering an environment that says, no employee should be left feeling unsupported. Next slide. In closing, I'd like to take you on a mini guided imagery. I invite you in this moment to take a deep breath and let it out. And when you're ready, please close your eyes. We are all on aircraft uncertainty. It's a Boeing 757, but there's turbulence in the air. Things seem quite uncertain. Everyone is panicking. Stop, breathe, think, remember, you have everything you need to survive this. The captain has announced that everyone should fasten their seatbelts, and you're coming in for a rough landing. The cabin pressure changes and oxygen masks are released. You reach for your oxygen mask you put

it on. Now breathe easy. You're going to be OK. Now look around you. Who can you help? Who needs your support? What resources do people need? What can you provide to support total worker wellbeing? Take a deep breath. And open your eyes. With all these elements of total worker wellbeing, workplace physical, environmental safety, the climate, evaluation of experiences, health status, policies, procedures, culture, home, community, society, together, we can thrive. Next slide, please. And ultimately, we all win because ten in ten of us have the opportunity to improve our well-being and overall behavioral health. Thank you for your attention and your time and for listening. Be well. Back over to you, Nicole.

>> Nicole Griffith: Thank you. Thank you, Dr. Hastings. I apologize for that. I hope everybody found that information very valuable and meaningful. Thank you so much for your time today, Dr. Hastings, that was a very powerful keynote that I know for myself was meaningful and value. And I took away a lot of information. And I hope that everybody listening today had that same experience. Thank you for helping us as a state, foster a workforce, its culture of emotional safety, and well-being that can happen through open communication, positive interactions, engagement, and healthy connections. That's what we would all like to do and see a work – a workforce represented as moving forward. So let's get ready to transition and hear a little bit more about some of the project programs that we have here within CalHR. Next slide. Thank you. So within the CalHR organization, the Statewide engagement programs – the Statewide engagement team advances the state's efforts to promote a healthy and engaged workforce by taking a holistic approach towards providing programs and services that focuses on the overall diverse wellbeing of state employees. I'm honored to have the opportunity to work with such a talented team that will spend some time with you today, giving you more information about these programs. We'll be starting in a moment with our Statewide Employee Assistance Program. That will be presented by Jackie Hensley, and you should see her on your screen now. We will then move into our Statewide Merit Award Programs by Jonathan Calabretta and then transition to our Statewide Wellness Programs from Emily Mah-Nakanishi, and I apologize if I mispronounced any last names. I'm having a little bit of technical difficulties on my end with the bandwidth. But go ahead Jackie, I'll transition over to you and we will learn more about your program.

>> Jackie Hensley: Thank you, Nicole. Hello and welcome to the Employee Assistance Program portion of today's presentation. In this segment you will learn about the wide array of resources and solutions available to departments and how they may support employees. And as Dr. Hastings discussed earlier, how this has an impact on the total worker well-being. Most people know [inaudible] and we are, but we're also a host of work life services. EAP is an innovative program with a variety of clinical services technologies to help employees send their eligible dependents meet daily challenges and manage difficult situations. This approach helps enhance employee wellbeing, reduce stress and increase productivity. Next slide, please.

>> Nicole Griffin: I'm so sorry Jackie, you had frozen on my end.

>> Jackie Hensley: I think – is the audio working?

>> Nicole Griffin: Yes, I can hear you.

>> Jackie Hensley: OK. Then I'll just keep going and we'll catch up with the slides later. Is – OK, great. Thank you.

>> Nicole Griffin: OK, I apologize you can keep going.

>> Jackie Hensley: Thank you. So EAP is an assessment, short term counseling and referral service designed to provide employees with assistance in managing everyday concerns. In today's environment, state workers may wonder if there is a cost to use the EAP services and the simple answer is no. EAP is an employer sponsored program at no cost to the employee and is provided as part of the state's commitment to promoting employee health and well-being. It is available 24/7, 365 to employees in their eligible dependents, and is completely confidential. So please take note that the state compensation insurance fund provides their own internal EAP program and does not participate in this plan sponsored by CalHR. State compensation insurance fund employees should reach out to their own internal EAP coordinator for their specific EAP services. And also bargaining unit seven employees regardless of the department that they work for, use these EAP services administered by CalHR. So now let's talk about eligibility. So EAP is available to all active State of California employees, their lawful spouse and registered domestic partner and they're unmarried dependent children. Eligible children can be either natural, adopted or stepchildren who are under the age of 26, or any age if they are incapable of sustaining employment due to either a mental or physical disability. Employees are entitled to different levels of service based on their classification and you will find additional information at the link listed here for the eligibility table. Also, every department has a departmental EAP coordinator that employees may reach out to for additional information or questions. If employees are not familiar with who that person may be, then they can check with their human resources office. So ERP has many services and features departments may encourage their employees to take advantage of. Departments may remind their employees there's no cost to use these services and they benefit employees emotional wellbeing, improvement in overall work engagement and work life balance. In her keynote address, Dr. Hastings made a strong case for the importance of emotional well-being, especially in today's environment of uncertainty and rapid change. EAP provides many resources and tools to help employees who are struggling or just surviving to get to a place where they're thriving both in their personal and work life. Now we'd like to show you a short video on the EAP services available.

[ Music ]

>> I'm having a baby.

>> I'm so stressed out right now.

>> I need a new roof.

>> My kids are driving me crazy.

>> How do I assign power of attorney?

>> I'm so tired of not being able to sleep.

>> I need to find someone to care for my dad full time and I don't know where to start.

>> Life is a journey. And when everyday challenges or more difficult situations chip away at your focus, finding a way to keep it all together may seem impossible on your own. Luckily, there's help. As an eligible employee of the State of California you have a benefit called the Employee Assistance Program, or EAP. EAP offers you and your eligible family members confidential no cost assistance anytime you need it, seven days a week. Who can benefit from using EAP? Well all of us can at some point. And if you're finding it hard to juggle your responsibilities and stay well, you're not alone. EAP offers help in a variety of areas, such as managing stress at home and at work. Exploring options to pay down debt. Finding child or elder care resources. Using self-guided care for depression, anxiety, insomnia, and more. No matter where you are on your journey, there are times when a little help can go a long way toward achieving your goals. EAP can help you with dealing with relationship and family challenges, parenting children and teens, and financial guidance for everything from budgeting to planning for college or retirement. With EAP licensed skilled professionals are here to provide you and your family members with confidential support whenever you need it. This includes your spouse, domestic partner, and children under age 26. You can meet with a provider in person or via video teleconference. EAP is provided by Magellan Healthcare, a leader in behavioral healthcare management for almost 50 years. Please review your Employee Assistance Program brochure for specific eligibility requirements. Your resource for help with daily challenges and difficult situations in the workplace or at home. No matter what you're struggling with, EAP can help. Call 1-866-327-4762 to learn more, or visit our website at [EAP.CalHR.ca.gov](http://EAP.CalHR.ca.gov).

>> Jackie Hensley: Thank you, Sarah. So to help share the EAP resources this informational video is a great introductory tool for departments to use to introduce EAP to their employees. And it's often used at new employee orientation meetings and at staff meetings. And I just want to pause right here and take a moment to remind everybody to keep your cameras off. I think that will help with our bandwidth. So if you happen to have your camera off if you – on if you could just please turn that off. OK, so now let's talk about health and wellbeing services. So EAP is a resource for assisting employees with daily challenges and difficult situations. Departments may utilize the health and wellbeing services as a proactive tool to connect with their employees. Although not always expressed, some common concerns that employees face might include struggling with stress and anxiety, finding time and balance in life, maybe feeling down or sad, coping with the loss of a loved one and managing relationship issues. Now I would like to talk about appointment assist services, which is actually one of

my favorite features. So it is a feature that was developed to help members who might be struggling to schedule a counseling appointment. Staff can use the – EAP staff can assist members with finding an available appointment. And please encourage employees to contact EAP staff for assistance in scheduling a counseling appointment. As many providers are continuing to use telehealth, if the employee is open to this modality it's much easier to get an appointment using the appointment assist feature. With the tele EAP coaching service is available to help employees achieve a specific personal or professional goal such as being more mindful or making a lifestyle change. To access coaching services, employees would call EAP and ask for coaching. Members are connected to one coach to work with throughout their coaching sessions. And the coach will help create an action plan, using goals that are smart meaning specific, measurable, achievable, realistic and timely. Now let's talk about the telehealth services which gives employees the opportunity to meet with a counselor via video conference. Employees can use their smartphone or their laptop or computer and meet with an EAP provider in the privacy of their own home, or maybe their car on the lunch break or their hour – their lunchtime or in an office. And they would have a real time two way conversation. Typically, this provides faster and more convenient access to services. And during the pandemic, it's become the most preferred method for members and providers. Telehealth offers privacy and flexibility to meet with an EAP provider where and when it's convenient for you. The tele EAP coaching and telehealth services are both tools that departments may encourage their employees to use to access services. And please encourage employees to visit the website or contact their departmental EAP coordinator for more detailed information. So over the past two years, employees have taken advantage of online registration and virtual therapy sessions, which was significantly based on the Cal – the COVID pandemic. So please continue to encourage employees and departments to visit the website and access services online. Now let's spend a little more time talking about the virtual therapy. Employees can meet with a therapist virtually, by text, chat, phone or video conference. And the key features include counseling for the entire family, such as individual couples or teen counseling, and sessions are highly individualized and last around 30 to 60 minutes. To get started, employees would just simply call EAP or visit the website and click on the Better Help Virtual Therapy tile and communication with the provider can begin within 48 business hours. Now let's move on to the online registration provider search. This feature helps when employees are looking for a counselor and they may use the provider search feature on the website to find care in their area. Employees fill out the online registration form and receives a confirmation. Then the employee can reach out to counselors directly to schedule an appointment. And it has a heads up, this process can be stressful for some members going out and trying to find a counselor on their own. So be sure to encourage them to take advantage of the appointment assist feature previously discussed and have a staff member reach out and do the legwork for you. And as a reminder, all services are confidential and no personal information is ever shared with the state. I see little heart come up. That's cute. Thank you. Now I'd like to talk a little bit about

the services to provide to assist managers and supervisors. So creating a safe and productive environment where staff is enthusiastic about their work is a common goal for managers and supervisors. EAP provides a variety of services and resources to support departments and staff in this effort. So managers and supervisors can benefit from a confidential consultation on how to handle performance issue, maybe some leadership training, and learn how to support staff during traumatic events and much more. Managers and supervisors visit the manager support tile on the website which provides them with the toolkit of resources and information to assist in helping employees create a healthy and safe work environment. Now let's watch a short video highlighting the services provided to managers and supervisors.

[ Music ]

>> An employee's father is very ill and needs care. Can I help her find services?

>> How do I motivate my team to be more positive?

>> How do I talk to an employee about a decline in performance?

>> One of our team members is always late for work, how should I deal with it?

>> Sometimes things we encounter on our life journey can distract us from performing our best at work. So how can you handle these situations with compassion and common sense? Luckily, there's help. As an eligible employee in a supervisory position with the State of California you have access to a comprehensive Employee Assistance Program, or EAP. EAP offers training, workplace support and critical incident services you can use to build your leadership skills, maintain team performance, and provide guidance in challenging situations. Best of all, help is available anytime day or night and is completely confidential. You can take advantage of EAP training for managers and supervisors. There are also quarterly live webinars and On Demand training that can be streamed from your computer. The topics include, helping employees learn how to manage stress and navigate change, team building strategies, how to give performance feedback and more. In addition, workplace support services are available to help you create a productive, effective and safe work environment for your team. You can call for a confidential management consultation on how to approach team dynamics or individual concerns including employee conflicts, situations involving substance abuse, communicating a performance issue to an employee, offering suggestions on how to approach a referral and more. There are also some things you can do before you call for a consultation. These include, recognizing trends early to help you alleviate a situation before it escalates, performing an environmental scan of your department to assess employee morale, identifying employee issues, taking note of a stressed and unmotivated team, and realizing when things beyond your control, like crises or natural disasters are affecting your team. When the unthinkable happens in the workplace, such as an employee death, a criminal act, a threat of violence, a natural disaster, or any other traumatic incident, employees look to you for guidance and leader-



ship. That's where Critical Incident Stress Debriefing, or CISD is helpful. The goal of CISD is to create a calm environment, reduce stress, prevent escalating distress, encouraged natural resiliency and refer those needing additional care to appropriate resources. A trained specialist will help you assess the situation and determine what kind of support is needed. For example, on-site support or professional clinical follow up support. Please note, there is a cost for this service and approval is required. EAP is provided by Magellan Healthcare, a leader in behavioral healthcare management for almost 50 years. You can review your supervisor handbook for more information. No matter what you or your team is going through, EAP can help. No situation is too big or too small and we encourage you to contact us anytime. Call 1-866-327-4762 to learn more, or visit our website at [EAP,CalHR.ca.gov](http://EAP,CalHR.ca.gov).

[ Music ]

>> Jackie Hensley: Thank you, Sarah. So this video is a valuable resource for departments to share with their managers and supervisors. And as a reminder, the website includes a manager support tile, with articles, tips and tools developed just for managers and supervisors. So now I'd like to go – oh yeah. OK. I'm like what happened? So here's a list of some of the materials available for departments and employees. Here you will find the employee brochure and the supervisor handbook. Also, the monthly updates, webinars and workshops are updated frequently so please engage encourage your staff to check back often. And to better support employees, please encourage them to visit the website on a regular basis to see what's new in EAP. Well this wraps up today's presentation and I hope everyone learned at least one thing about EAP you didn't already know. Now I'd like to turn it over to Emily for our next presentation.

>> Emily Mah-Nakanishi: All right. Thank you so much, Jackie. Hello, and good morning everyone, my name is Emily Mah-Nakanishi, and I am the Employee Wellness Program Manager at CalHR. Building on the EAP resources that Jackie just shared. I will continue the discussion on how we can continue to engage employees by supporting their well-being and work-life balance. Today I will discuss why supporting employee wellness is important. And I will share more about a free wellness resource that is available to all state employees, Healthier You Connections. So why employee wellness? Well the State of California is committed to creating a workplace that promotes and sustains a culture of health, to enhance the overall well-being of our state employees. Because state employees spend most of our waking hours at work, we realize that we have a great opportunity to positively influence and support wellbeing in the workplace. We recognize that by doing so, it can lead to healthier, happier and engaged employees. It can lead to improved departmental morale and influence productivity, reduced absenteeism or presentism, and that refers to when employees may be present but not fully functioning in the workplace because they may not be feeling well, or maybe they're exhausted or too stressed to be fully productive. Additionally, having a strong commitment to the health and well-being of employees can positively influence employee retention or reduced

employee turnover. These past year – few years, state employees have continued to provide essential services to the state during an especially stressful time. And we acknowledge that it is important that we continue to support the health and well-being of our employees. Today, I am here to share more information about the well-being resources we have to support our state employees, Healthier You Connections. This is a free, voluntary wellness portal that is available to support you. Now I know a lot of times we may think I'm just so busy, I don't have time for wellness. Well wellness doesn't have to be an intense hour long spin class, or a boot camp class at the gym, it is really just a reminder to continue to carve out time for yourself and to incorporate balance into your day. Healthier You Connections is a resource that you can access in short increments on your computer or on your phone. It features wellness articles, recipes, cooking tutorials, and short stretch or exercise videos that you can access. Content on the portal is added and refreshed throughout the year. So whenever you come back, there will be new wellness content featured. To sign up or login to Healthier You Connections, you would visit [www.CalHRwellness.com](http://www.CalHRwellness.com). And if you're creating a new account, you would just select the register button. And this will then prompt you for a registration code. So the code for all of us is Wellness 2021. It's not case sensitive so you can do caps, lowercase, it will still work. And once you've created your account, you can log in with your login credentials. : I will now provide a high level overview of Healthier You Connections that highlight some key features. So once you've logged into your account, you'll notice that there are rotating spotlight banner images near the top of the page. These banner images bring your attention to some key features about the portal, such as our virtual kitchen, upcoming wellness webinars, and just additional wellness resources that are being featured. Below the banner, you'll see that there are additional quick links that are featured under stay on track, including the mindful moments series, guided workouts, virtual kitchen, activity tracking and device thinking. So I will begin with discussing the mindful moments. The mindful moments series is a page on Healthier You Connections. It includes a series of videos that are just a minute in length. These videos offer relaxing imagery and music that you can follow to focus on mindfulness for one minute. It really provides an opportunity where you can just take that minute to refresh and reset. After this morning's break, we're actually going to share how you can incorporate this tool into your day. In addition to the mindful moment, there are physical wellness tools, which include our guided workouts. So this section includes videos that range anywhere from four to 20 minutes in length, and they focus on different types of exercises. They include bodyweight, cardio, stretching, yoga, and weight exercises that you can follow. In addition to guided workouts, there is a section on workplace flexibility and ergonomics. This section includes tips to protect your posture, and just to avoid the development of chronic problems that may stem from long bouts of sitting in one place. It also includes suggested daily workout warm ups for those with active jobs, and desk jobs with additional tips to increase neck, lower back, shoulder and hip mobility. Once again, these are tools and resources that you can access for yourselves, or even including your team meetings as an opportunity to reset

and include balance into your work break. After this morning's break, I will also include in – I will also share an example of how you can implement this with your team. An additional feature on Healthier You Connections is the virtual kitchen. So if you're looking for some inspiration for your meals or snacks, you can visit the virtual kitchen for new ideas to support your well-being. When you go to the virtual kitchen, there are two components. One is where you can watch some quick, easy to follow cooking video tutorials on how to make these dishes. And another section is where you can download recipes. There is a large recipe library that is refreshed throughout the year. And you can view this and save new healthy recipes along the way. Now I want to bring your attention to some of the various tabs that are featured on Healthier You Connections. So at the top there's a gray bar and there is a community tab. When you visit the community tab it consists of monthly content that updates every month on various wellness themes. May is Mental Health Month. And so right now there are various wellness articles, resources and polls on this topic, EAP is featured as well. There's also wellness tutorials. So this is a great opportunity for you to share your wellness stories and celebrate your wellness success stories and also learn about what your peers throughout the state are doing. We also have a section on mental health resources as noted, and we also post free upcoming wellness webinars that are offered to state employees on this page. Finally, I'd like to highlight the truck tab. It features the activity tracker. From here, you can actually manually track from over 100 activities in the categories of fitness, wellness and nutrition by just going to this tab. You also have the ability to set individual goals for yourself, or you can even create competitions in this section. Creating a competition and inviting your coworkers to join can be a great way to engage and motivate with one another. You also have the ability to connect your device to Healthier You Connections. So for those who wear a wearable device, such as a Garmin, Google Fit, Fitbit or an Apple Watch, or you have an app on your phone, there is the ability to sync this portal to an activity tracking device. Additionally, you have the ability to add a shortcut to this Wellness Portal on your iPhone or Android device. So it's not necessarily an app that you need to download, but there are instructions on the portal that show you how to add the shortcut on your phone. It's very mobile responsive, and there are step by step instructions on the portal on how to add your iPhone or Android device. So that way when you are in the kitchen, you can just pull up your phone and look up that healthy recipe. So I hope you'll enjoy learning more about the Healthier You Connections Wellness Portal. I will now share a brief video highlighting the portal right now.

[ Clapping ]

[ Music ]

All right, I'm loving the friendly banter in the conversation about people getting ready for competition. I hope you take advantage of this. So once again, information on how to sign up and login, I think it was on the last slide, Sarah, is provided on the screen. But if you need that information,

it's [www.CalHRwellness.com](http://www.CalHRwellness.com). The registration code once again is Wellness 2021. We're really excited that we can continue to offer these resources to state employees and hope you will join us in signing up yourself and encourage your team members to participate. We would really love to see enrollment and participation increase throughout our state departments. This is a great resource that you can access to support your personal well-being and also to engage with your team members, whether it involves sharing resources or creating inviting your coworkers to a friendly wellness challenge. After this morning's break, I will actually be back to invite you to join me in a wellbeing session so we can experience more that the portal has to offer. In addition to the mindfulness moment, I will be providing after the break, I'd also like you to know that CalHR has actually developed our own set of meditation moments that you can access on our CalHR YouTube channel. You can use this resource to take a moment of mindfulness while you enjoy the views that the Bay Bridge has to offer. All right, well with that I will now turn it over to my colleague, Jonathan Calabretta for our next presentation. Thank you.

>> Jonathan Calabretta: Thank you, Emily. I learn something new about your program every time we do this presentation. I also get hungry because of the beautiful recipes that are on that website. So thanks again, this is – my name is Jonathan Calabretta. I'm excited to share with you the intersection of our Statewide Merit Award Program, and how an engaged workforce contributes to a healthier and safer place to work. The Merit Award Program was established by the California legislature in 1950 as an incentive award system to recognize state employee contributions to state government. The Merit Award Programs are the Governor's state Employee Medal of Valor Program, the Employee Suggestion Program, the Superior Accomplishment and Sustained Superior Accomplishment Awards Program. And we also have the 25 Year Service and Retirement Awards Program, California's Public Service Recognition Week, and the Californians Serving California and Employee Engagement Initiative. These programs, in conjunction with EAP and Healthier You, are the tools we all need to create an engaged workforce. That is why it is so important to utilize them throughout your department. So what is employee engagement? The Gallup organization is often seen as an industry leader in this space, and so they define employee engagement as the involvement and enthusiasm of employees in their work and workplace. Simply put, it as an employee's connection to their work. Recognition is key to fostering an engaged workforce. Tools that contribute to engage workplaces, available through various resources, have been shared today. But engagement takes action. And here are the actions managers and leaders and peers can take to create engaged workplace. Communication, connection and belonging, leadership styles shift, trust, recognition, training and compassion. Let's go through each now. Communication is critical to any healthy relationship. With employees communication helps them feel informed, participatory, and mission focused. Additionally, by listening to employees, the managers can best navigate workloads, discover workplace concerns and find reasons to celebrate their successes. Communicating boundaries is one of the

most critical steps to engaged workplace. Managers who role model boundaries diminish their own anxieties and the anxieties of their team members. Inclusion is an effort to bring everyone together and create a feeling of being part of the team. Encourage employees to share work appropriate interests, like favorite vacation destinations, or why they love California. One way to do so is to utilize the virtual backgrounds and printable posters that are available through the Californians Serving California Engagement Initiative. This webpage offers all sorts of ways to share what you love about California and creates an easy icebreaker in a work environment. Why did you choose that background or poster? These threads of connection create a sense of belonging for your team members and boosts engagement, retention and job satisfaction. Leadership style shift. The world of work is shifting, so must our leadership styles. Much of the work performed for the State of California by nature is transactional. However, leading teams towards a shared goal should not be transactional in today's work environment. Support employees means in order to guide the employee towards achieving the organizational goals. Managers must understand the milestones needed to achieve a specific goal and use open communication to promote milestone achievements and the desired results. Instead of a count your – the widgets mentality, managers should shift their thinking to what percentage of the way are we to have encountered all the widgets. I highly recommend the Cal Learns Course, beyond the pandemic, the hybrid workforce 2022. It offers incredibly deep insights on the specific topic. Trust in the workplace. Trust is built over time and is intentional. Recognizing the exemplary efforts of employees and colleagues is a great way to share with others that hard work is acknowledged. This ensures employees are actively supporting the department's mission and reduces turnover. This sends a clear message that you are willing and able to share successes with your team and build trust. But how to build trust? Once managers commit to a path forward leadership style, work products and meeting milestones become a two way conversation with their team. Managers and supervisors can model this behavior by actively engaging staff by focusing on those achieved milestones. In addition, managers should provide feedback that is not emotional but focused on the quality of a work product in an effort to not diminish trust, but develop it. Working towards a shared goal should be the key. Instead of using phrases such as, I'm disappointed in you. Try replacing that with, can you revise these components of the memo? Recognition is key. Recognition should be timely and appropriate and sincere and specific. Try a quick email acknowledging an employee's success or sharing an employee's success at a team or division meeting. Celebrate the state's California Public Service Recognition Week. Recognition of hard work helps everyone. Employees who are exceeding expectations appreciate the environment that appreciate them. Employees that are meeting expectations, see that they can be recognized for work – for working harder. And employees that are not meeting expectations see that there's a goal to strive for. The employee recognition toolkit has easy and effective tools and resources available now for all employees to use. Additionally, your department's participation in California Public Service Recognition Week, held the first week of May, sends a

message that every day's hard work is necessary to support all California. By hosting the statewide effort to recognize your employees, executives can say to the state public servants thank you. These are the events that people need so they know their hard work is valued. Since 2017 we've reached over 160,000 state employees in these annual efforts. This encourages inclusion of satellite offices and hybrid work environments to these celebrations. And we encourage departments to participate in the themed event days. Even a small amount of appreciation can go a long way. Employees can see departments that do support these efforts by searching hashtag PSRW CA. A department wide celebration can be simple and organic. Perhaps it includes a director's message to the whole department, or a meet and greet with executives. It celebrates years of service and efforts to stay healthy. Offer thanks to those who have helped you and create space for teams to reconnect without an agenda. If you're attending today's mini conference, you know that training is important. Training can help spark new ideas. Training can help improve your performance. Training can also expand your worldview. Encourage and embrace all the training available to you. Lean on your internal department partners, from the Disability Advisory Committees to your department's Diversity, Equity and Inclusion efforts. The more we know, the better we can do our work and serve our state. Investing in employee development affirms the employees value and communicates that value to the team by encouraging their pursuit of professional passions. You can build off their talents and gifts and they can feel job satisfaction. Encourage teamwork were applicable, and encourage employees to explore new and innovative ideas and approaches to their work. There is no greater action to engage an employee than compassion. Appreciating your employee where they are, and working with them to get to where they need to be, is endearing, is kind, and it builds community. None of our work is done in a silo. And creating a collaborative work split – workspace allows the health and safety of our team to be part of that conversation. Overtired employees or disengaged employees or frustrated employees will not necessarily consider the rest of their team when making decisions that impact workplace health and safety. To do this, create space for positive social interaction and support individual communications and team spaces. Offer space but don't mandate participation. You know, promote those one on one check ins, casual group meetings. Building the relationships and providing support by getting to know your employees and how they're feeling. Make sure you're equipped though to direct them towards the support needs that they have a need. Resources can include employee peers and their office, similar interests, EAP resources or just respecting their boundaries. Build your emotional intelligence skills to support your team members in a respectful and professional way. Our resources are here for you. They will continue to grow and we are happy to help. My team is you know, Jackie Hensley from EAP, Emily Mah-Nakanishi from our Healthy Youth Program. And our leader Joseph Bloom, the four of us are here to help you and we will continue to build these resources. They'll help you, your peers, and your team members foster an engaged atmosphere and keep everyone healthier and safer. Now your department probably has a program administrators to help with all of your statewide

employee engagement efforts. So please reach out to your personnel office to find out who they are. If not, like I said, reach out to my team. I need to thank them for all their support in putting this presentation together. And the work that we do regularly. We're happy to deliver customized trainings to your department on how to start these programs or support your program administrator. You're not alone. We are here. You have our context to support your efforts. We can even bring whatever engagement you need to help support your supervisors, managers and peers. Thank you all for being here. Nicole, back to you.

>> Nicole Griffith: Thank you so much, Jonathan. And I also want to thank Jackie and Emily as well. I'm going to ask, I'd love to see the reactions that have been going, so I will ask you to spend a few minutes and giving the team around of applause please. This was a lot of hard work and dedication that went into putting this information together for you all today. So I do really appreciate their effort and hope you all found this information important and valuable. Let's go ahead and take a few minutes and have a break. So we will break for about ten minutes and then we'll come back and we'll be welcomed by Emily, who will take us through a mindful moment that I know –

[ Background Sounds ]

[ Background Sounds ]

>> Whoever's in a car your microphone is on.

[ Background Sounds ]

>> Emily Mah-Nakanishi: Well welcome back from this morning's break. As a reminder if everyone can please keep their cameras off, this will help conserve bandwidth for the internet to be focused on our presentation on this session as much as possible. I will give this another 20 seconds or so to give people time to return from break and we will get started on the Mindful Minute and Physical Wellbeing Session. I am seeing that somebody actually did one of the videos in the Healthier You Connection studio. So that is really exciting to hear. I'm glad you already began taking advantage of this. OK. So as I discussed earlier, providing opportunities to connect, to support employee well-being and work life balance can positively influence employee engagement and can lead to a happier more productive workforce. The resources shared on Healthier You Connections are wellness resources that you can access for yourselves, or even include in your team meetings for team building, or as an opportunity to reset and include balance into your workday. One example can be as simple as scheduling and leading a 15 minute well-being break. Scheduling a wellbeing break is something that can be done department wide, or even scaled down to a division or a unit level to engage and support your team members. If you're in person, this can be include taking the opportunity to stretch outside or go on a short walk if people are comfortable. Or this can be conducted virtually where you can all participate together. As a reminder, I will – to log into Healthier You Connections, it's [www.CalHRwellness.com](http://www.CalHRwellness.com) and the registration code is Wellness

2021. So I will now navigate to Healthier You Connections and invite you to join me for a mindful moment. So once you log in with your login credentials, it will take you to the homepage. So as noted earlier on the homepage, there are some quick links under the stay on track box. So if you select the mindful moment series this will take you to the series of videos that are offered on this page. Now doing a one minute meditation can be incredibly effective because it offers us a perfect opportunity to just take a break, to mentally step away from what we're doing, to breathe deeply and to just recharge throughout the day. So let's take – let's all take this opportunity to take this one minute together to refresh our brains and focus on breathing slowly as this video plays. I'm actually going to navigate to this screen.

[ Music ]

OK, I hope you enjoyed that one minute. That is an example of something that you can use in your team meetings, presentations or trainings to really just incorporate a small balance break and take a moment collectively to recharge and reduce stress. What's great about this is that setting aside just one minute each day is accessible for even the busiest person. In addition to mindful moments, incorporating short stretches throughout the day can help real – release tension. We spend many long hours in front of our computers and can find ourselves in one position, hunched over our computers for many hours. I find on days where I haven't really moved for my computer that I find my upper body just starting to really ache and tighten up particularly by the end of the day. So at this point, I will navigate back into the portal and show you a quick stretch routine that we can all participate in together. OK so going back to the home page of Healthier You Connections, when you navigate to the guided workouts under stay on track, this will take you to a series of various videos that you can follow. So at this point I'd like to invite you to join me for this four minute seated stretch routine in the guided workout section. So under stretching and yoga there are [inaudible] four different stretching routines that you can participate in.

[ Background Sounds ]

As a reminder if we could all mute that would be very helpful. Thank you. OK, so I will pull up this four minute open chest and shoulders video in the guided workout section and I invite you to join me. Follow along at your comfort level and pace for this video.

[ Music ]

[ Music ]

OK. I hope you enjoyed joining me on that stretch break. As a reminder when you log into Healthier You Connections, there's actually a shortcut to this – the guided workout section. So once you log in and you go to the homepage, it's under the guided workout section on stay on track. So that will take you right to that location. So I hope you feel rejuvenated after this mindful moment



and stretch exercise. I know I benefited from it, because I needed to definitely stretch myself. So I hope this helped relieve any tension that you may have been experiencing. I encourage you to use the wealth of resources that are offered on Healthier You Connections. Once again, these are resources that you can access for yourself or incorporate in your team meetings. Even if you have a friend in another state agency, this is something that maybe you can schedule a break and do a stretch together. So this is just really a great opportunity that you can use to connect, to reset and to include balance into your workday. So thank you for joining me in this break. I will now turn it back to you, Nicole.

>> Nicole Griffith: Thank you so much, Emily, that was a really good stretch break. I know I'm feeling very relaxed and more at ease. And then based on the comments, I see that everybody's been up and moving around. So great timing and great walkthrough of that. Thank you. Thank you. All right, so welcome back from the break everyone. Thank you for being with us today. We spent this morning talking about employee wellness and well-being, and now we'd like to transition into workplace safety. So for that, I'd like to do introduce Ariana Ince in from State Fund. Ariana has been an ergonomics consultant at State Fund since 2020. She has a degree in civil engineering from Rice University and a master's in occupational health and safety from Texas A&M University. She is a certified professional ergonomist, and a 2020 Olympian in the track and field event. Whoo-hoo. She's registered as an engineer and trainee, and is a certified strength and conditioning specialist. She's a member of the American Society of Safety Engineers, and the Institute of Industrial Engineers. So at this time, let's give her a warm welcome. And Ariana, I will go ahead and turn it over to you. Thank you.

>> Ariana Ince: Thank you, Sarah, I appreciate it. So as an ergonomist, and as an Olympian in 2020, I love that you guys just did all of those stretches. So at any point during this presentation, if you want to get up and move around, obviously, I can't see you. But please feel free to stand up and move around. Mostly, this will be kind of talking through some slides. So you're not going to miss a ton if you get up and kind of move around. So please feel free to do that. So first off, welcome back kind of into the office. I know we've kind of been in a virtual environment, even now, for a long time. So this training is designed to help get you reacquainted with your office space, and keep you safe as we kind of transition back into this new normal. So like Sarah said, my name is Ariana Ince, and I've been an ergonomics consultant at State Fund, basically just kind of as much – as long as this pandemic has been going on. But I've been working in the field of ergonomics for over ten years. So while my expertise is kind of workplace safety and setup, we're going to cover some more general office safety topics as well. So next slide. So what are we going to cover in this? Mostly, now that you're back in the office, the goal is to kind of reorient yourself to that office environment. So we're going to discuss some of the office hazards and procedures that you may have kind of either forgotten about or may not have been as much of an issue or concern when everyone was working virtually at home. I'm going to try and provide some solutions for those. And then we

will review the wealth of resources that we have available for you guys from State Compensation Insurance Fund. So we'll get right into that. But what are some of those office safety topics that we need to cover? So we're going to go over some general office safety, materials handling, electrical, fire, indoor air quality, all of those different things. So as you notice, there's quite a few factors that we need to review when entering back into the office. So these are actually great topics to consider anytime you either change locations, whether that's buildings, office spaces, or even just moving between working spaces, just kind of as a general safety overview. So without further ado, let's get into it. First topic, we're going to cover general office safety. So what — when we consider safe office activities, next slide, such as using a computer or preparing and filing paperwork, or just walking around the office, we don't really think of the office as a very dangerous environment. It's not a construction site, it's not roofing, it's not lumber — or tree trimming or anything like that it's generally perceived as pretty safe. But there are some pretty common accidents that we see in the office. So we've got our slip, trip and fall hazards. Unfortunately, for some reason, whatever it is, filing cabinets seem to be a big problem. So we'll go over that too. Poor housekeeping, just general horseplay, as we kind of all get excited to see each other again. And unfortunately cutting and puncture hazards. So even in an office setting, accidents and injuries do happen. So for general office safety, one of the biggest issues we want to look at is slip, trip and fall hazards. Obviously, this gentleman in this office is — he hasn't really cleaned up very well, maybe he's very busy, I don't know his role. But this is definitely an issue where we've got slip, trip and fall issues. So outdoors kind of coming into the office, we want to look at if there's uneven walking surfaces, either highlighting those with paint or making — addressing them, if at all possible to kind of remove those hazards. But inside, if we have rugs or carpets, ideally we want to make sure that those lay flat, and they've got beveled edges so that you don't trip or kick over them. If we have any extension cords running across the walkways, we want to make sure that those are either covered up or taken care of, or removed at all if possible. And obviously poor housekeeping. I know, especially working at home I've had to do a better job of cleaning up so that I don't trip over anything, especially those of you that have young children, maybe that's been more of an issue that you've been aware of. Filing cabinet drawers being left open, and improper use of office chairs. If you're going to sit down in your chair that got wheels on him, unfortunately, when you sit down, those chairs can sometimes roll away from you. So please be careful when doing that. And if you ever need to reach something very high, please don't use your chair as a ladder, please don't stand on it. Please don't ever get on top of something that has wheels on it. That's just kind of a general safety thing that you may want to consider. So please kind of keep those things in mind, just in terms of general slips, trips and falls. So next, like I mentioned, the filing cabinet hazards, unfortunately, they seem to be a real issue for whatever reason. We don't typically have filing cabinets in our home offices. But back, kind of in our general standard office where we're all together again, we want to watch out for contact with open drawers or sharp corners. And we want to make sure that

those cabinets aren't placed in the way of walkways or doorways, where they're going to potentially block exits. People tend to pinch their fingers. And the loading of the cabinet drawers is very important too. Please don't ever place or overload the top of the cabinet as it can fall over when you open that out. So that's something that we unfortunately see more often than we should, as those filing cabinets can tip over and crush on somebody – crush somebody. And that's just that's just no fun. Poor housekeeping again like we mentioned before. And horseplay is, I think going to be one that we want to make sure that we watch for as everyone gets back into the office and is just excited to see each other. I sincerely doubt, and don't believe that necessarily, there will be a ton of running and too much horseplay. But unfortunately, people do get really excited to get back together, especially those that are really extroverted, and have really missed their colleagues. So this may be something to watch for as we move back into the office. So in preventing some of those things, we want to make sure that we keep the cabinets out of walk areas – walking areas and doorways. Load those heavier items on the bottom drawers. And make sure that you distribute and use the entire filing cabinet, don't just overload one drawer. And never walk away with those drawers open. That's an easy way for someone to bang into it. And be careful when you close it. Keeping a tidy office, as simple as it sounds, makes a huge, huge, huge difference in not only psychological distress, not distress – psychological stress, and just in general accidents. So if things are neat and orderly, you're much less likely to trip, you're much less likely to slip, those sorts of things. So just be really mindful of kind of keeping that office tidy. Especially when we all left, sometimes things were kind of left in disarray. So as you come back, be really mindful of cleaning those things up and taking care of your housekeeping aspects. So next, I know we're all kind of trying to move towards a more green environmentally friendly, no printing that sort of stuff. But there are still paper things that we all use and operate with. So we want to watch out for the cutting and puncture hazards of knives and box cutters, paper cutters and cutting shears. If you use these in the office, I know this is really counterintuitive, but make sure that the blades are kept as sharp as possible. The reason for that is that when you use them, you have to apply less force. And typically cutting hazards don't come because the blade was so sharp and it actually cut somebody, the cutting hazard typically comes because someone is having to apply extra force because it's not cutting the way that they want to. And so that cut doesn't quite go and then it slips and that's what cuts them. So as much as it may seem counterintuitive, if you're using those things, make sure that they're kept sharp, so that less force is used, and they're less likely to slip and actually hurt someone. Obviously remind people to always cut away from themselves, never direct the blade towards you. And just be aware of hand placement. So I know we talked a lot about mindfulness today. That goes towards just about everything. Just be really careful when handling sharp objects. And ironically make them sharper, and that will be more safe. So next, we're going to move on to materials handling. So again, this is another one where it seems like this shouldn't happen that often. But unfortunately it does. So office duties can sometimes require risky movements

that result in back or other injuries, just picking stuff up. My general rule of thumb, when telling people to lift, is you almost want to lift as if your back is already injured. And I know that sounds strange. But what we mean by that is everyone – I can almost guarantee that everyone here has probably had some sort of backache at some point in their life. So you know that feeling of you're trying to keep your back straight as you bend over. That's kind of what we're going for. Try not to twist when you're lifting or moving heavy items. When you're bending over, I know we always say lift with your legs, but try and act as though you already have that back injury and you're more likely to prevent that injury when you're lifting. So all you have to do is kind of follow some simple guidelines. And it's really easy to avoid an injury from lifting. And hopefully there shouldn't be too much heavy lifting occurring in the office space anyways. So what are some of those tick lifting techniques? Again, going back to mindfulness, we just want to think about the task at hand. You want to keep a balanced stance. And I know it says here get your feet shoulder width apart. That's helpful if the thing is really heavy, and it's about knee height or higher, so you can have a good stable base. If for some reason, you're picking something up off the ground, and it's harder for you, you don't want to bend all the way over if you're just shoulder width apart, if you actually spread your legs a little bit wider so that they're wider than shoulder width apart and then you can kind of bend your knees to get down to it, it will make it easier to not just bend at the waist and you'll actually be more likely to use your legs. Some people, unfortunately, because we do sit down a lot, we're not super active, we're not great at mobility. All this talk about lifting with your legs, if you keep your feet super narrow, and you try and squat down, it's going to be very difficult to lift with your legs. So the easiest thing when you're trying to squat down and pick something up, is if you need a little bit wider base so that you can kind of bend your knees and your ankles a little bit better, sometimes the ankle, hip and knee mobility limit us when we're in a more of a narrow stance. So try and keep that base a little bit wider. So just keep that in mind. Not even just in the office, if you're at home, anywhere picking something up, just try and keep those feet a little bit wider. Make sure that you grasp it great with both hands, use your palms, not just your fingers. Your palms are going to have a better, better grip than just your fingers. Never twist at the torso. And once you get to your destination don't just flop over and drop the item, lower it slowly. Again, try and use try the legs, use that wider base if you need to. But ideally, moving on to the next slide, with moving heavy items if there's the option for a push cart or a hand truck or a dolly those are much more ideal. Mostly because when we do pick something up and we're carrying it if it is heavy, we tend to lean back which changes our eyesight. So now we can't see stuff that's in front of our feet. And like we mentioned before, those slips, trips and falls become much more likely. One because we've lost our balance And two because now we've changed our eyesight line. And it's much more difficult to see things that might actually be tripping hazards. So if possible, try and use those carts for heavier loads or just anything where you're carrying that might block your eyesight. It doesn't even have to be heavy. But we want to stay away

from those slips, trips and falls. Always try and secure the load before you're moving. And push rather than pull. Push is always stronger than pull. And just be aware of your surroundings. Again, I know mindfulness, mindfulness, mindfulness, but I figure if I say it 100 times, at least one of those will stick. So take protective measures and try and use some of the resources around you. Don't just try and manually handle everything. So next, we're going to move on to electrical safety. Hopefully, none of your outlets look like this. This is definitely an example of do not do this. As we move back into the office, this may be something that you want to check. Most people have probably unplugged and taken the stuff with them. But as we return to the office, and depending on how people are situated based on either distancing or things like that, we may want to make sure that we don't overload electrical outlets. The reason for this is, there's some basic electrical safety precautions that we want to review. Overloaded outlets, sorry, next slide, overloaded outlets and extension cords can result in fire. They can also present a tripping hazard so we want to use a cord runner based upon where those outlets are. And that improper placement of cords, you never want to drag something over it. So that's a big reason to keep it out of walkways, is we don't want to fray that insulation and potentially cause a fire hazard. Hopefully, there shouldn't be any hot or wet surfaces in the office. But we want to try and keep those cords away from those places, if at all possible. Be really mindful of break rooms or kitchen areas, especially when you've got some of those electrical outlets. So be aware of those places too. And exposed wires, always check for those always, always, always inspect before you use anything. And electrical panel doors, please don't play stuff in front of them, even if you're just kind of bumping stuff over. Because if you need to shut stuff off really quick, make sure you give at least three feet. Don't put boxes or anything storage-wise in front of those electrical panels. So this photo on the right, this is unfortunately, this is an outlet that actually caused and sparked a fire. And it was still in use. So if you see an adapter that looks like this, please take it out of use, because it has probably already sparked and it is just going to continue to be an issue. Always look for the UL listed label, that will help you know that it's the correct amperage and all that sort of fun stuff for your project. You want to ensure that your wall receptacles have covers. Don't ever leave anything exposed for the likelihood of potentially touching and getting shocked. Please have – make sure that the equipment has a switch. Encourage people to not just pull out stuff, especially by the cords, that's how we get those frayed thing – frayed cords and can have future long term effects in terms of fire safety. If there's equipment jams, make sure that somebody qualified is taking care of that. And if you find defective equipment, especially like this one in the photo, replace it immediately. Don't even kind of look and go ah maybe it's OK, we'll just use the ones the left. No, completely replace it, it will be worth it in the long run, I absolutely promise you. So what happens if we don't follow these? Fire safety. So that's a pretty easy transition unfortunately. So if you ever discover fire, whether it's electrical or anything else, you want to make sure that you act quickly, but with caution. So you want to size it up fast, kind of determine what type of fire it is, if at all possible. And make – if

you can attempt to extinguish the fire yourself that's great. But you want to make sure that you choose the correct fire extinguisher. And obviously defer to your company's fire response procedures on this. I know everyone, everyone has standard procedures they have to follow, but everyone has either a different contact person or the way that they address it or where their fire extinguishers are. Make sure that everyone is very comfortable with that fire safety and they know where the exits are. If you ever or have this happen and you're not sure what to do, please just call the fire department. Never hesitate to call them, even if the fire seems minor and you manage to put it out before the firefighters arrive. Because the quicker the alarm is sounded, the sooner firefighters can attempt to get it out of control – or attempt to get it under control if for some reason it does get out of control. So make sure that you have someone tell the firefighters where it is, because they can lose valuable minutes if they have to find it themselves. So choosing the correct extinguisher. If you're not trained or authorized to use an extinguisher, don't necessarily try. It can sometimes make it worse, if you waste too much time trying to operate an extinguisher that isn't appropriate for the type of fire. And you're responsible for preventing the fire. But if a fire starts, that's definitely not necessarily now your responsibility to put it out. Only fight the fire if you can properly do so with the proper materials. So warn anyone in the area, make sure everyone knows that they need to exit. Feel – pull that fire alarm. It's one of those things where we would rather have a false negative than a false positive. We don't want someone to go nope that's probably fine. And now all of a sudden we've got a much bigger issue on our hand, as opposed to there was a fire, I wasn't totally sure what was going on. So I alerted a lot more people and it ended up being minor. Always play it safe when it comes to fire. So moving on to indoor air quality. This is something that people don't think about often, especially as we've been in our own home offices. And we've been able to kind of manage these things a little bit better, based on our personal preferences. But according to the EPA, indoor air is typically two to five times as polluted as outdoor air. And if that makes you want to go outside right now, I totally understand. But and occasionally it can exceed 100 times that of outdoor air levels in terms of pollution. So because we spend all of our office time indoors, we can have some pretty significant health effects related to that. So poor air quality can cause headaches, fatigue, irritation, all that sort of stuff. So there are plenty of things that can affect indoor air quality. The biggest one kind of is ventilation. We want to make sure that as we move back into the offices, and again, things may have been left in disarray, moved around, boxes left out, make sure that those vents aren't covered up. We want to make sure that we're getting the proper ventilation into these office spaces. But obviously temperature, humidity, carbon dioxide, sometimes mold if there was a leak anywhere, and it wasn't taken care of because no one was in there, that can affect indoor air quality. Office supplies and personal products. Maybe someone has gotten really into cologne while they were out of the office and now they've come back in. And obviously the big one now is going to be dust and other particulates, especially when we weren't in there regularly and getting things cleaned up. So just be mindful of those things when you come back

into the office. So like again, just to reiterate about ventilation. Please don't block any doors that have automatic door closers. The HVAC system is usually designed around those. Try not to block any vents. And if you start to change the office setup in terms of making more offices out of the space that was more of an open space, be really mindful of where those vents are. Because what you don't want to do is have one office that does have ventilation and another office that's essentially been turned – is kind of like a closet and now we don't have adequate airflow through that space. So just be mindful if you do any changes with the workspace. For mold, which is our next one, mold occurs naturally indoors and outdoors. So it needs water to grow. If your office is at any point ever flooded, or there's a major leak or spill, it's extremely important to dry the walls and carpet as soon as possible within 24 to 48 hours. Again, because we weren't necessarily in the offices and now we're coming back, you really want to make sure that you do a thorough check of all of those spaces so that you don't have any issues with people who may have allergies or things like that coming back into the office. And then our final sections again just to reiterate, office supplies and personal products that you may have been able to avoid at home. Dry erase markers, bleach and bleach wipes, window and certain perfumes, air fresheners, deodorants, all sorts of different smells and sorts of things. We want to be really mindful of sharing space again and making sure that we're mindful of the fact that we are now not just the only ones working at our office. Dust, again, just because we haven't been in there, I'm sure plenty of dust settled. It's going to be probably in most places. I'm sure. whatever group you're with your cleaning crew is trying to do an excellent job of taking care of those situations. But because things may get moved around, just be really mindful of taking care of some of those dust particulates. Next one is going to be noise. So with noise, this is something that we don't typically think of in the office environment either. But we may be more aware of now that we are coming back from our home office environments. So next slide. Noise is really any sound that specifically loud, unpleasant, unexpected or undesired. So not just sound, but actual distracting noise. So every person is going to have their acceptable level of noise exposure. It's very rare that noise is going to be past the acceptable time weighted value that you can be exposed to during the day. But unfortunately, noise can create physical and psychological stress. If you're not used to it, it can reduce your productivity and it can interfere with your communication and concentration. So be really mindful of just creating too much noise as everything gets turned back on. And there are more people in a space. So some of the sources of noise in the office include printers and fax machines, just general computers being on, phones, voices, HVAC systems, people who stomp really loudly unfortunately, radios. We all have at least that one person in the office that you can hear them from half a mile away, because their voice just carries. There's going to be lots more noise than probably what you're used to in the office – or in the home office environment. So how are we going to reduce some of those things? So we're going to try and choose the quietest equipment that we possibly can. And maybe that's outside of your control at this point. But make sure that you keep that in mind as you move forward. Maintenance of

equipment, any squeaky wheels, that sort of thing, trying to make sure that those are adequately maintained. Keeping ring volumes on phones down. Most offices don't necessarily allow radios, but if you do, make sure that they keep the volume low. Something really big that we want to look at is that there are going to be plenty people – plenty of people that coming back into the office, they got really used to either listening to music or having some sort of noise or podcast or something on while they're working. There are going to be plenty of people that come in and want to work with headphones on for whatever reason, just because they're used to that sound. Be really mindful and help them remember to keep the volume on those headphones down. Because that's also a way that we've seen a lot of people have hearing damage and hearing loss is they switched from an external noise source to headphones. And the headphones are turned up way too loud because they're trying to block out some external sound. And that headphone use can actually cause hearing loss and hearing damage because it's constant. And that decibel level is actually above the acceptable value. So just remind your employees as they come back in that this is something that if they want to use headphones, and that's allowed, to be really, really mindful of how loud they're actually using those. And then obviously rearrange your work areas to isolate foot traffic to keep those labs stampers kind of elsewhere or move to quieter surfaces like carpeting or things like that. Carpet walls and cubicles can kind of help dampen that noise. And finally, we're moving on to my favorite topic, ergonomics, because I'm an ergonomist and I – this is my bread and butter. So thanks for sticking through to this part because this is actually my favorite part. So ergonomics is about creating a fit between the capabilities of the worker, so their size, strength, level of endurance, all that sort of stuff and the job itself. In the office, obviously we're not lifting heavy things. We're not out in the heat. We're in a temperature controlled environment. It's more just being stuck in stationary positions. We can't change the worker, I can't change how tall you are, I can't do anything about the size of your hands or anything like that. But we do have the ability to change the job, job tasks, equipment and sometimes the environment to in order to avoid some musculoskeletal injuries. So when people think about ergonomics, this is the posture that they tend to think about. Perfectly upright, everything in a 90 degree angle, it almost kind of looks like a little robot. It's important to remember that when you see this photo, it's an example of how you should be able to sit at your desk. This does not mean that we have any expectation that you or your employees should or will be able to sit like this all day. Any position, even this one that's considered the perfect posture, held for a long enough amount of time will start to create problems. If this is the case, why do we even care about this posture? Why do you always see it so often? Why is it absolutely everywhere? What – why is it like this? So the goal is actually movement. With static postures, even in absolutely perfect positions where every joint angle is neutral, we're fully supported, we're in a great chair, all that sort of stuff. static postures reduce the amount of blood flow available to your muscles. So the easiest way to get the blood flow moving, and supply the muscles with fresh blood flow and nutrients is simply to move. When you're in a neutral posture, like that photo before,



and everything fits you appropriately, you're now able to move through more complete ranges of motion throughout the workday. So that is the actual goal. That's why we actually try and aim for that posture. Because for instance, if you think about, if your desk is too high, you are kind of stuck in an extended range of motion, maybe your shoulders are hiked up or your heads down. It's harder to move out of those positions and still use your equipment. So any posture, other than that extreme range, is really difficult to get into if things are set up inappropriately. So the focus on movement is why we don't ever really talk about exact or specific measurements for placing your equipment. There's several reasons for this. One, your body is constantly changing. So the discs in your back expand and contract slightly during the day due to gravity and hydration levels. If you're ever going to the doctor and you want to be as tall as you're going to be, make sure that you get your doctor's appointment in the morning, because that's the tallest you're going to be all day. This means that what may have been comfortable for you in the morning, when you come in and set up your desk, is probably not going to be necessarily as comfortable at the end of the workday, just because your body's going to change as you move throughout the day. Two, what I don't ever want to have happen is if someone comes and sits at your desk, or uses your chair does anything like that, people get extremely hung up on getting it back to exactly the way it was if an ergonomist set it up for them. And while that's great job security for me, the goal is not to make you dependent on us or anyone in your office who's doing ergonomics. Finally, you have to decide what's most comfortable for you and take ownership of that comfort. Every joint angle has a range that's considered neutral. And the picture of that person sitting at 90 degrees is just one option. So one thing that I want you guys to be really, really, really mindful of as people start to come back into the office. For the most part, people are going to be in one of two camps. One, at the start of the pandemic or about pretty soon into it, people realize that working from their kitchen table, or wherever they were working from, was not acceptable. And so they went out and they bought a chair, they bought standup desk, they got all this fancy ergonomic equipment, blah, blah, blah, blah. And they set up this kind of oasis of ergonomic home office setup. They're going to be the ones that when they come back into the office, they're going to start asking for all sorts of equipment, they're going to start asking for all this stuff, because they have gone out and taken ownership of their comfort, they've identified a problem, they've figured out how to solve it over the course of two years. And they know what works for them. And they're going to be a little bit more demanding. There's nothing wrong with that, it's just going to be that they're going to have a really good idea, and they're going to be really pushing. So you're going to get a lot more requests for ergonomic equipment. So just know that that's going to happen. They're being proactive, that's what you want, because they're going to reduce the likelihood of their injury. And this kind of already solved your ergonomics problem – or questions for you. So there's going to be that group of people. On the other hand, you're going to have the group of people that sat and worked at their kitchen table for two straight years. Everything kind of hurts. And the office is going to

feel amazing. But because they've already spent all of that time in these bad postures, they're going to be at a much – much higher chance of developing a musculoskeletal disorder, even though they've come back into the office where things are set up a lot better. So just be very mindful of that. When those two groups of people come in, you're going to get a lot of requests, you're going to get some people that are like, oh no the office is so much better. And I feel great. Just be mindful that those two things are going to happen as they return, as people return to the office. So when you're doing this ergonomic stuff, and we're going to go over some resources too, just to help you set everything up. Is far too often people will mistake what's most familiar for what's most comfortable. So if you can get people past the idea that a change feels weird, or is different, and just not what they're used to, and actually get people to pay attention to how their body feels, a lot of people will find that these adjustments are just what they needed, and people get really comfortable being uncomfortable. So I know we kind of flew through some of that. I know somebody mentioned resources that the State of California has. We at State Fund have a ton of resources on all of these topics. Quite frankly, some of the fire safety and electrical safety stuff is – that we have on [Safeatwork.ca.com](http://Safeatwork.ca.com) up there, is going to be a lot more robust even than what I went over. It'll detail more specific things. But [safeatwork.ca.com](http://safeatwork.ca.com) doesn't – no matter what department you're in, open for absolutely everyone. So to [safeatwork.ca.com](http://safeatwork.ca.com). You can click on topic, we've got a lot of our office stuff is within the ergonomics website or section. So and obviously that's my favorite one. So I'm a little biased. But within that, there's a ton, a ton, a ton of different resources. If you are a safety leader, or if you do any ergonomic stuff, or you need resources for safety of any kind, please visit this website. Because, next slide, we have so many different resources available for office workers. And right now one of the things that we're actually developing is we're actually developing basically an ergo program. So if you – if you're in your office, and you're not sure how to get an ergo program started, you're not sure what you need to do, we're in the middle of creating something. So it is basically a step by step. Identify who your safety person is, here's how you can develop your program, whether that's regular evaluations, all that sort of stuff. And it'll walk you through step by step. All of these resources will basically teach you how to do office ergo in your department. So we've got tons of different stuff, keyboard shortcuts. If you are someone that doesn't know how to use Ctrl F, which is Control Find, please go to the keyboard shortcuts, it will save you a ton of time and make life a lot easier for you. So we have all these resources, please, please, please, please, please use them. There are also resources available for home office. So if you look on that bottom right there, there's home office ergonomics instructions. All of these things will teach you how to set up your own workspace so that you can take kind of control of your setup and make sure that you're feeling healthy at work and doing the best to be proactive in your healthcare. Obviously use all the other great resources that were presented before. But these are some of ours for just general related safety. The website is [safeatwork.ca.com](http://safeatwork.ca.com). And I believe they're getting slides out to everyone at the end too. So please feel free again to use those. And then if you

guys have anything for me, great. Otherwise, thanks for having me. I know I kind of rolled through that, but I really appreciate it.

>> Nicole Griffin: No, thank you so much. That was very great. Very good. A lot of comments in the chat that said very helpful and useful information. So thank you so much for sharing all of that. You even had a comment that said, this is the most comprehensive ergo presentation that they've seen. So thank you. Thank you. All right, well I will go ahead and bring everybody back here to the end of the conference. And as I thank you all for attending our session today on our total worker wellbeing, I will share here there is the full web page website, available there at the bottom if you want to copy it. However, we will have it in the chat as well. And within the next week or two, we will have the full presentation available, we have to make it compliant and get everything wrapped up on our end. But we will be sharing the full presentation from today and some additional resources on the CalHR conference webpage. So before I let you go, I just want to remind you all, don't forget that employee wellness and safety in the workplace is the key to a thriving and productive workplace. I hope you all found this information that we shared with you today helpful and useful. And that you found information that you can take back and implement in your own departments and help support your workers. And remember all of you here. we are state employees as well, so these resources are available to us as state employees to help us through anything that we need that we're going through as well during these times. So again, thank you for your time today. Thank you so much for attending and feel free to let us know if you need any additional information. And we did end early so I will give you back time. You all have a good rest of your day. Thank you take care.

[ Background Sounds ]