

SFMTA Employee Wellness Program

Example Staff Resources

1. Wellness Wednesday Minute Message email
2. Employee Wellness Update Monthly Newsletter
3. CARE Program Benefit Summary
4. SFMTA Peer Assistance Program

[WELLNESS.SFMTA.COM](https://www.wellness.sfmta.com)

The SFMTA Employee Wellness Program aims to advance and promote good health and well-being among employees agency-wide by providing well-being information, offering worksite wellness programs, and recognizing those who successfully achieve personal milestones in personal health.



SFMTA

Employee Wellness

Healthy Notes and Opportunities

Wellness Wednesday Minute Message



Kick Off 2023 with a Health Assessment

Every journey starts with a single step — even the journey to better health. But before you can begin, you first need to know where you are. As we begin a new year, learn more about your health by taking a health assessment through your health plan.

- **HealthNet Canopy Care:** To get started, download the Sharecare App at: sfhss.org/resource/health-net-sharecare-app-instructions
- **Kaiser Permanente:** Visit kp.org/tha to take the Total Health Assessment.
- **BSC HMO (Access + and Trio):** Visit blueshieldca.com or access support to live your healthiest life. Go to www.wellvolution.com
- **CredibleMind (Mental Health):** Visit sfhss.org/crediblemind to learn more about your mental health profile

Did you know that all of our health plans have support tools to help you prioritize your well-being? It's important to periodically review your benefit offerings to ensure that you are utilizing all of the benefits included under your health plan coverage. Visit the *Using Your Benefits* Page (sfhss.org/using-your-benefits) to learn more about each of our health plan benefits!

For more tips on how to live, feel and be better in 2023, visit: sfhss.org/lfb2023

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Road to Fitness

CARE Program

PEER Program

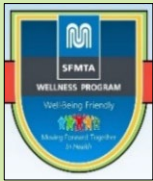
EMPLOYEE WELLNESS UPDATE



SFMTA

Moving Forward Together *in Health*

February 2023



Covering the areas of Fitness, Nutrition, Mental/Emotional Well-being and Financial Health since 2010, the **Employee Wellness Update** is committed to providing information that educates and encourages SFMTA employees to take charge of their daily lives and to set healthy lifestyle goals.

To learn more about Wellness programs and initiatives, visit the Wellness Program intranet page (wellness.sfmta.com). Questions, comments or submissions? Email us at wellness@sfmta.com. You can also request link-enabled PDF versions of the newsletter.

Personalize Your Plate



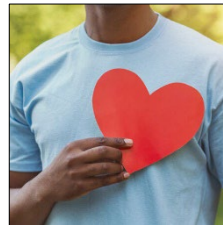
Each of us has different tastes, traditions and budgets, but you can make sure every bite counts by personalizing your plate and choosing “**nutrient-dense**” foods that suit your preferences, in addition to limiting foods and beverages that are higher in added sugars, saturated fat and sodium.

Meant to be customized for individual needs and preferences, as well as the foodways of the diverse cultures in the United States, the **Dietary Guidelines for Americans** suggests the following loose framework for healthy dietary patterns:

- **Start with personal preferences:** Nutrient-dense foods are those that are high in nutrients, such as vitamins and minerals, but not very high in calories. When choosing nutrient-dense foods, be sure to think about the healthy foods you and your family truly enjoy. You will then be more likely to retain your healthy eating habits over time.
- **Celebrate your food traditions:** Your cultural background can have a big influence on food choices, but with a few small changes, you can still enjoy any traditional dish. For example, if your family traditionally enjoys spaghetti and meatballs, you can make the same dish with less sodium and saturated fat by using whole grain pasta, low-sodium sauce, and leaner beef or ground turkey for the meatballs.
- **Consider your budget:** Healthy eating can be budget friendly and delicious. Follow a healthy dietary pattern with strategies that include advanced planning, taking advantage of regional and seasonal food availability, and incorporating a variety of fresh, frozen, dried and canned options.

This customizable framework ensures that people can “make it their own” by selecting healthy foods, beverages, meals and snacks that meet their personal, cultural and traditional preferences. For a copy of the current **Dietary Guidelines for Americans**, click [here](#).

Living a Heart-Healthy Lifestyle

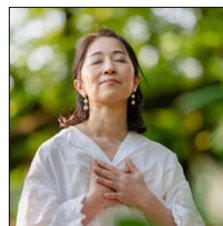


If left uncontrolled, high blood pressure can increase a person’s risk for heart disease, stroke, heart failure, kidney disease, etc. When you choose healthy behaviors, you can lower your heart disease risk while also preventing other serious chronic conditions like type 2 diabetes and certain cancers.

- **Learn your health history:** Know your risks and talk to your family and doctor about your health history.
- **Eat a healthy diet:** Make healthy food choices like more fruits, vegetables, whole grains, lean meats and low-fat dairy products. Eat less salt, saturated fat and added sugar.
- **Move more, sit less:** Get at least 150 minutes of moderate-intensity aerobic activity every week, plus muscle-strengthening activities at least two days a week.
- **Quit smoking:** No matter how long you’ve been a smoker, you will still benefit from quitting.
- **Take medicines as directed:** If you take medicine to treat high cholesterol, high blood pressure or diabetes, follow your doctor’s instructions. Never stop taking your medicine without talking to your doctor, nurse or pharmacist.
- **Monitor your blood pressure at home:** Self-measured blood pressure monitors are easy and safe to use, and your doctor can show you how to use one if you need help.

For more about living a heart-healthy lifestyle click [here](#).

Optimize Your Environment for a Calmer Mind



Stress is an inevitable part of life. It’s also no surprise that our surroundings can have a big impact. Optimizing our environment is something we can do easily to calm our minds and get into a de-stressed mental state.

- **Surround yourself with nature:** Nature makes us feel good and improves our health, too, whether we’re taking a nature walk, having plants in our home, or even just by looking at nature photos or listening to birds and rain.
- **Create opportunities for awe:** Awe can come from something vast that challenges our understanding of the world. But we can also feel awe when we walk in the woods, listen to music, or watch great athletic feats.
- **Clear the clutter:** Decluttering helps us feel a sense of control. Seeing order in the world is comforting because it makes life easier to navigate and more predictable.

For more about optimizing your environment, click [here](#).

SAFETY CORNER

Common Workplace Hazards



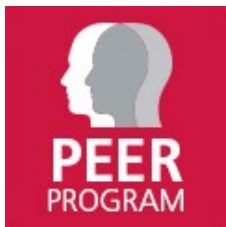
Consultants often travel across the country – and the world – to visit worksites and conduct safety audits. But no matter where each team member goes, chances are good that they will spot one or more common safety hazards over and over again.

- **Working from heights:** Bureau of Labor Statistics data shows work-related falls to a lower level accounted for 3,723 fatalities from 2011 to 2016. OSHA standards related to scaffolding and ladders are regularly among the most frequently cited violations.
- **Poor housekeeping:** Clutter blocking fire exits, aisles and emergency exits is a common housekeeping problem. Clutter, leaks or standing water also can contribute to slips, trips and falls. Workers shouldn't wait for housekeeping or sanitation crews to take care of these issues. Instead, they should clean as they go.
- **Extension cords:** Many electrical hazards are related to inappropriate use of extension cords, such as “daisy-chaining” – using multiple extension cords or power strips for a device. Also, extension cords are meant for temporary use. When a cord is used for several weeks or months, OSHA doesn't consider the use temporary. Extension cords lying on the ground for extended periods of time are a trip hazard. They also can be subject to traffic abuse if run over by feet or equipment, which can wear down insulation and create shock hazards.
- **Lockout/tagout:** Proper lockout/tagout procedures can help prevent serious injuries, but only if those procedures are followed. Even if the best procedures are in place, it's the implementation of the procedures that can lead to failure. Violation of lockout/tagout procedures often boils down to three reasons: complacency, a rush to finish the work, being unfamiliar with the equipment.

For other common workplace hazards, click [here](#).

For more information about SFMTA Safety Programs, contact: [Gerald D. Williams, CSP \(gerald.williams@sfmta.com\)](mailto:gerald.williams@sfmta.com)
Industrial Safety & Environmental Compliance

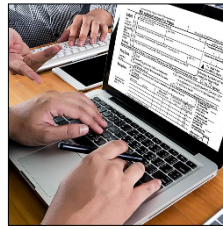
Peer Assistance Is Here for You



The **Peer Assistance Program** provides SFMTA employees with a voluntary, confidential way to seek assistance. On-call Peer Assistants can provide free referral services for a variety of personal and family issues, as well as confidential peer support for substance abuse issues and critical incident/trauma response.

All SFMTA employees and their family members are eligible for free Peer Program services. Peer Assistants will listen to your problem and work with you to identify steps that can be taken to resolve your problem. No concern is too big or too small. Contact Peer Assistance 24/7 at **415.923.6346**.

Choosing a Tax Return Preparer



It's tax season again! As people begin in preparation of filing a tax return, many are also choosing to use a professional tax return preparer. When it comes to choosing the right kind of tax preparer, much will depend on the complexity of your tax situation. After you've decided what qualifications your tax preparer

needs, the following tips can help you choose the best option:

- **Consider the person's credentials:** Only attorneys, CPAs and enrolled agents can represent taxpayers before the IRS in tax matters. **Other preparers** can help you with forms and basic matters but cannot represent you in case of an audit.
- **Be wary of big promises:** If a tax preparer promises you larger refunds than the competition, they may be using shady tax preparation tactics. Also avoid tax preparers who offer “refund anticipation loans” as you'll probably lose a large percentage of your return to commission fees.
- **Get trusted referrals:** Ask friends and family members for recommendations. Once you have a few options, check BBB.org, paying careful attention to other consumers' reviews or complaint details for an idea of what to expect.
- **Think about availability:** If the IRS finds errors in your tax forms or decides to perform an audit, will your preparer be available for help? Find out whether you can contact the tax preparer all year long or only during tax season.
- **Ask about fees:** Before you agree to any services, read the contracts carefully and understand how much the tax preparer charges for their services. Ask about extra fees for e-filing state, federal, and local returns, as well as fees for any unexpected complications.

For more tips on choosing a tax preparer, click [here](#) and [here](#).

Got Tax or Financial Questions?



Get free and confidential assistance from the SFMTA CARE Program!

A confidential 30 to 60 minute **financial consultation** with an experienced counselor is available through the **SFMTA CARE Program** at no cost.

Financial specialists are able to assist SFMTA employees and their family members in various areas, including:

- Tax questions
- Budgeting
- Retirement planning
- Debt management
- Financial planning
- Identity fraud service
- Auto purchasing
- Free credit report/review

With services provided by **Claremont EAP**, additional CARE Program offerings include **counseling visits** for personal issues (e.g., marital issues, parenting concerns, depression, anxiety, stress, substance abuse) and **work/life referrals** (e.g., childcare, eldercare, school/college assistance) and **legal consultation**, (e.g., divorce, child custody, real estate, sample will kits).

For **free** and **confidential** assistance, call **1.800.834.3773**. Counselors can help develop an action plan and refer you to the appropriate resources. For more program details, click [here](#) or visit the Claremont EAP website (www.claremonteap.com)



CARE Program Benefit Summary

For SFMTA Employees and Covered Dependents:

The SFMTA CARE Program offers a range of behavioral health tools to help resolve personal issues and enhance your well-being. You and your eligible family members can receive confidential, mental health support at no cost. The CARE Program also provides access to a range of digital and in-person resources to help you address virtually any personal concern or question.

Who provides SFMTA CARE Program services?

CARE services are provided by Claremont Employee Assistance Program (EAP), a comprehensive behavioral health benefits solution committed to your wellness. They offer a range of clinical options for individuals, couples and groups in order for you to get help when, where and how you need it.

Who will know?

CARE is a confidential service. The SFMTA understands the importance of maintaining your privacy. Your involvement with CARE is afforded the maximum confidentiality permitted under the law.

At what cost?

There is no cost to you or your covered dependents for CARE Program services; however, all services must be pre-authorized by Claremont.

What's the first step?

Call 800.834.3773 to discuss your issue or situation with an experienced counselor who will refer you to the resources most appropriate for your needs.



Call toll-free, 24/7
800.834.3773
claremonteap.com



The SFMTA CARE Program provides multiple behavioral health solutions to enhance your well-being.

Mental Health Benefit

The CARE Program offers a range of clinical options including in-person short-term counseling, text-based support, video and phone, and online peer support groups. CARE clinical services address issues such as marital/relationship, depression, grief and loss, anxiety, stress, substance abuse and work stress.

Short-Term Counseling

The CARE Program offers you:

3 free, short-term counseling visits per family per rolling 12 months for almost any personal issue.

Staff will work with you to find the most appropriate counselor to meet your needs.

Online Peer Support Groups

Virtual support and recovery groups lead by certified specialists address a range of issues such as addiction, depression and anxiety. (10 free sessions per 12 months)

Tess AI Chatbot

You have 24/7 access to Tess, an AI chatbot for emotional support and check-ins to boost wellness. Text “Hi” to 650-825-9634 to get started. When prompted, text “Claremont” as your employer. (unlimited)

Legal Consultations

Attorneys are available to answer your legal questions, either in-person or over the phone. We provide up to 30 minutes of free consultation per issue. On-going services, if required, are offered at a 25% discount. The EAP can assist with legal issues such as:

- Divorce
- Child custody
- Real estate
- Personal injury
- Criminal law
- Free Simple Will Kits

Work/Life Referrals*

Work/Life consultants can provide you with referrals and information for services such as:

- Child care
- Elder care
- Pet care
- Adoption assistance
- School/College assistance
- Health and wellness
- Convenience referrals

*The EAP cannot offer recommendations for Work/Life Referrals. Individuals have the responsibility to evaluate and choose the most appropriate services to meet their needs.

Financial Consultations

Financial professionals will provide telephonic coaching on a range of concerns. We provide up to 30 minutes of free consultation per issue. The EAP can help with financial issues such as:

- Budgeting
- Debt management
- Tax planning
- Retirement
- Home buying strategies
- College planning
- Credit report coaching

Online Resources

The Claremont website (claremonteap.com) offers a wide range of behavioral health and positive psychology resources such as articles, webinars and videos.

- Personal Advantage Website
- Positivity Center
- EAP Benefits Center
- COVID-19 Resource Center
- Anti-Racism Resource Center
- First Responder Resource Center



Call toll-free, 24/7 **800.834.3773**
claremonteap.com





SFMTA

Peer Assistance Program

ABOUT US

The Peer Assistance Program (PAP) is responsible for ensuring SFMTA employees are provided a voluntary, confidential way to seek assistance with a variety of family, health and substance abuse issues.

To Access Services

You can contact Peer Assistance 24-hours-a-day, seven-days-a-week, by phone. You can drop by our office Monday through Friday 8:30 a.m. to 5:00 p.m. to see a Peer Assistant. If you would like to see a specific person, it is best to call to make an appointment to be sure he/she is available.

Eligibility

All SFMTA employees and their family members are eligible for PAP services. PAP services are free of charge. Referral services are free.



Peer Assistance Program

949 Presidio Avenue, Room 225
San Francisco, CA 94115

Phone: **415.923.6346** (24/7)

Fax: **415.923.6369**

Email: PAP@sfmta.com

Office Hours: 9am to 5pm., Mon.-Fri.

PROGRAM STAFF

Peer Assistants:

Peer Assistants are on-call 24 hours-a-day to respond to your issue, whatever it may be.

The Peer Assistants are a diverse team of SFMTA employees who have experience with treatment and recovery. With in-depth knowledge of the organization, Peer Assistants are able to help employees navigate their problems within the agency quickly and effectively.

While Peer Assistants are not licensed counselors, they are trained to provide empathic, thoughtful, solution-oriented assistance and referral services wherever possible.

Peer Assistance Program Staff

- **Elliott Holmes**, Peer Assistant
- **Anthony Brown**, Peer Assistant
- **Maisha Tawasha**, Peer Assistant
- **Rayna Carey**, Admin Assistant
- **Evonne Thong, MFT**, Program Coordinator



Stephanie Smith, Elliott Holmes and Maisha Tawasha

SITE VISITS

Peer Assistants make site visits to provide free and confidential support to SFMTA employees in areas of need. For the current month's PAP site visitation schedule, contact PAP by email: PAP@SFMTA.com

REFERRAL SERVICES

Peer Assistants will listen to your problem and work with you to identify steps that can be taken to resolve your problem. Peer Assistants will provide referrals to [Claremont EAP](#) and other local, cost-effective treatment providers to address your specific challenges. This service is free and entirely confidential.

Life-management issues for which referrals are provided include, but are not limited to:

- Drug and Alcohol Issues
- Stress
- Emotional Issues
- Workplace Concerns
- Marriage/Relationship Issues
- Parenting Concerns
- Eldercare/Childcare
- Gambling Problems
- Finances
- Legal Services

SUPPORT for SUBSTANCE ABUSE

The Peer Assistance Program was created in 1996 to provide SFMTA employees a voluntary, confidential way to seek assistance with alcohol/drug abuse issues. If you or a loved one is struggling with a drug or alcohol issue, Peer Assistants can listen and help you determine a course of action.

Peers have personal experience with addiction and recovery; they can offer a unique understanding and fellowship to help you feel less alone.

CRITICAL INCIDENT / TRAUMA RESPONSE

Peer Assistants help employees cope with grief, loss, and post-accident stress by providing information about what to expect when a trauma occurs. Peer Assistants will also offer support by making referrals to other treatment providers and following-up with the victim in the days and weeks following the incident. Our mission is to make sure you are not alone.