



COVID- 19 Response Support plan to employees

PRESENTATION TO THE SOCIAL SERVICES BOARD

NOVEMBER 2020

Safety Measures

- ▶ Protocol for building
 - ▶ Distancing and sanitizing and masks
- ▶ Encourage phone applications and inquiries
 - ▶ Meeting with customers in lobby areas
- ▶ Limited home visits
- ▶ Personal Protective Equipment
- ▶ Work from Home



Communication and Support

- ▶ Frequent communication
- ▶ Listening to employees
- ▶ Flexible work schedules
- ▶ Little things matter



Employee Survey – communication and support

- ▶ August 2020
- ▶ 84/116 eligible DSS employees completed the survey
- ▶ 72% participation rate

Survey includes questions about perceptions of county leadership and at DSS.

COVID-19 Communication

- ▶ From County Leadership

- ▶ 92% of the responses were Excellent and Good

- ▶ From our Department

- ▶ 88% of the responses were Excellent and Good



Overall level of support from others

- ▶ County Leadership
 - ▶ 89% Excellent/Good
- ▶ Department Leadership
 - ▶ 86% Excellent/Good
- ▶ Direct Supervisors
 - ▶ 88% Excellent/Good
- ▶ Coworkers
 - ▶ 83% Excellent/Good



Meaningful Contact with supervisor

- ▶ Increased – 20%
- ▶ Stayed the same – 60%
- ▶ Decreased – 7%



Overall Team Connectedness

- ▶ Increased 7%
- ▶ Stayed the same 49% (even if different)
- ▶ Decreased 44%
 - ▶ This is an area of further focus.



Safety perception

- ▶ County Leadership has made effective decisions to keep me and my coworkers safe while we carry out our roles.
 - ▶ 64% Agree
 - ▶ 26% Somewhat agree = 90% agreement

- ▶ I feel comfortable talking with my supervisor about personal issues impacting my work performance.
 - ▶ 71% Agree
 - ▶ 17% Somewhat agree = 88% agreement



Working effectively these days?

- ▶ Much easier 18%
- ▶ Slightly easier 7%
- ▶ The same 36%
- ▶ Slightly more difficult 36%

Top two reasons it is more difficult?



Working from Home

- ▶ 74 respondents (88%) work from home at least part time
- ▶ 66% are working the amount of time they wish from home
 - ▶ 18% wish to work from home more often
 - ▶ 16% wish to be working from home less or not at all



Positive impact and Lessons Learned

- ▶ Learned new skills - 50% of respondents mentioned this
- ▶ How to communicate with team and customers differently
- ▶ Learned new technology
- ▶ Learned to adapt
- ▶ Continue work from home and more space in the building
 - ▶ Less distractions (44%)
- ▶ Need to balance duties WFH with office requirements





Quotes of the day

- ▶ Do not take your working relationships for granted. Efforts need to be made to ensure that coworkers are able to know how much they are appreciated. Everyone is going through some mental angst and some latitude needs to be given to account for that. – DSS employee
- ▶ Validation that strong culture can sustain challenges – DSS employee



Supporting staff – historically to present

- ▶ 2008 - first county department in the state to pilot Secondary Traumatic Stress (STS) training with staff
- ▶ Created awareness, acceptance, and mitigation strategies
- ▶ Shared expertise with other agencies and county departments
- ▶ Formed STS Committee
 - ▶ Focus on individual remedies, supervisor and co-worker, and agency
 - ▶ Practices are embedded into our culture
 - ▶ Changes made due to pandemic



DSS Stress Mitigation Efforts

- ▶ Types of Stress
- ▶ Related DSS Policies
- ▶ Stress Mitigation Efforts
 - ▶ Adaptations for COVID-19

Types of Stress

General Stress	<ul style="list-style-type: none">• A result of day to day challenges• Can be positive (motivating) or negative
Primary Traumatic Stress	<ul style="list-style-type: none">• An individual sees or experiences a risk to their own life or physical safety and feels terror, fear, or helplessness
Burnout	<ul style="list-style-type: none">• Anchored in the work environment (e.g., excessive work, limited resources, little influence, high levels of accountability with limited power, low pay/recognition or satisfaction)
Secondary Traumatic Stress	<ul style="list-style-type: none">• A form of stress that is the result of indirect exposure to trauma• Comes from our perceptions of someone else's traumatic experience
Critical Incident Stress	<ul style="list-style-type: none">• The emotional and sometimes physical response that occurs when an individual experiences a crisis situation in the workplace



Related DSS Policies

Secondary Traumatic Stress Policy

- ▶ Purpose: STS is a natural consequence of our work at Social Services. The Agency supports staff in identifying, responding to, and building resiliency to mitigate STS symptoms.

Critical Incident Policy

- ▶ Purpose: To ensure that agency staff receive the proper support following a critical incident.



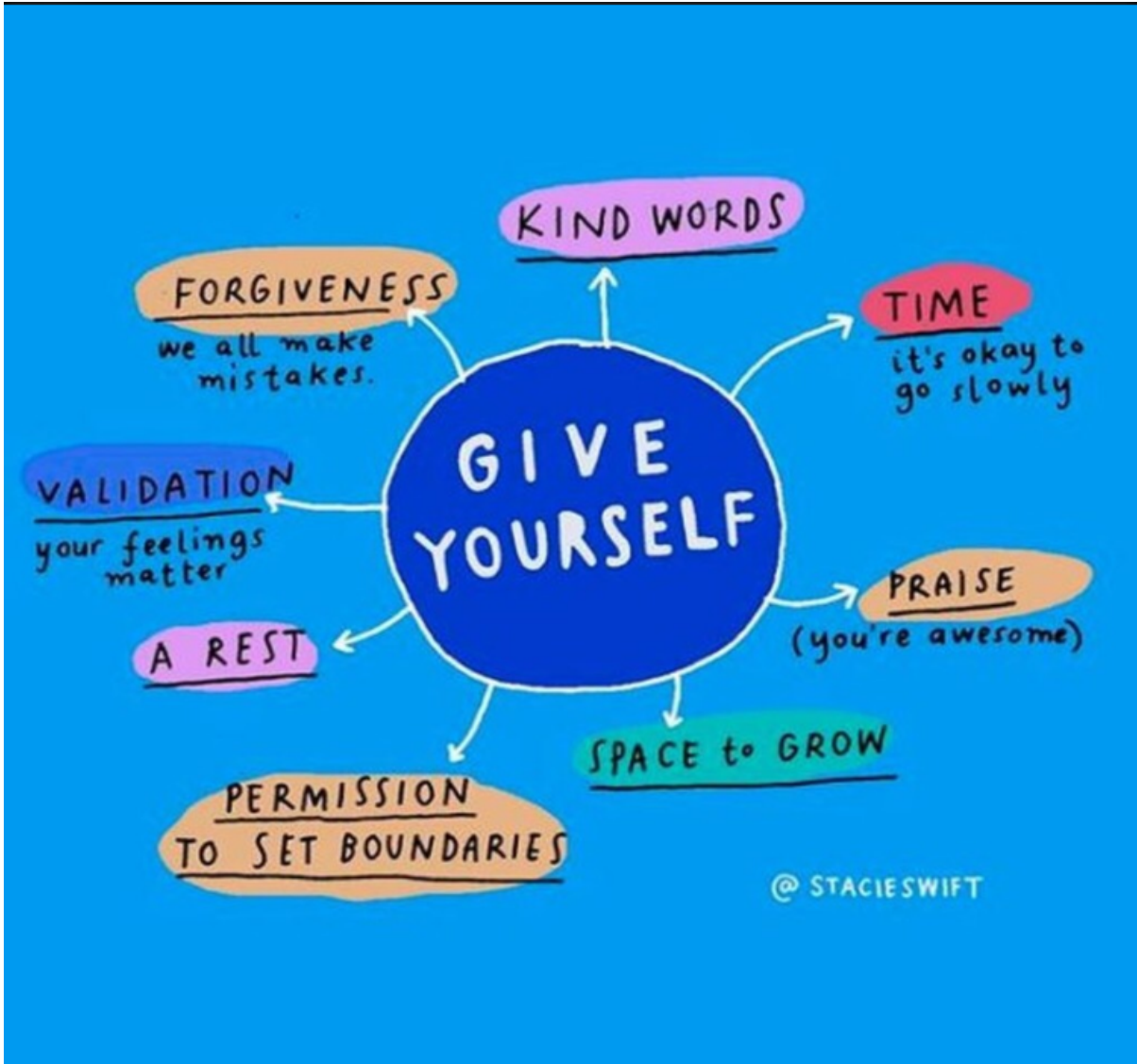
REMEDIES FOR STS

- ▶ Individual focus – self care plan
- ▶ Co worker and supervisor
 - ▶ Being there for each other, listening
 - ▶ Increased time with supervisors during pandemic
 - ▶ Team discussion and activities
- ▶ Agency Focus
 - ▶ Flexible work schedule
 - ▶ Taking a break from work
 - ▶ Practicing Happiness



Stress Mitigation Efforts

- ▶ STS Committee
 - ▶ Comprised of staff members from all teams
 - ▶ Provides education on related topics
 - ▶ Sponsors activities related to resiliency building
 - ▶ Promotes resources and information regarding support services



► March 2020 Bathroom Poster



Mitigation Efforts and COVID-19

- ▶ Monthly email with resources
- ▶ Links to free trainings/presentations and articles
- ▶ Virtual mindfulness breaks and other activities

WEEK 1 NOVEMBER 2-8




21 DAYS OF GRATITUDE

1. *Something you're thankful for*
2. *Something beautiful*
3. *Something that challenges you*
4. *A kind act someone did for you*
5. *A favorite animal*
6. *Something you made*
7. *A special place*

Stress Mitigation Efforts continued

- ▶ FISH Committee
 - ▶ "Caught in the Act" nominations

"Caught in the Act" Award Nomination



On: _____
(date) (name)

was "Caught in the Act" of:

- Play
- Making My Day
- Being There
- Choosing Attitude

Please describe below:

Caught by: _____

Stress Mitigation Efforts continued

The Four Practices of The FISH! Philosophy



Be There

Be emotionally present for people. It's a powerful message of respect that improves communication and strengthens relationships.



Play

Tap into your natural way of being creative, enthusiastic and having fun. Play is the spirit that drives the curious mind, as in "Let's play with that idea!" You can bring this mindset to everything you do.



Make Their Day

Find simple ways to serve or delight people in a meaningful, memorable way. It's about contributing to someone else's life—not because you want something, but because that's the person you want to be.



Choose Your Attitude

Take responsibility for how you respond to what life throws at you. Your choice affects others. Ask yourself: "Is my attitude helping my team or my customers? Is it helping me to be the person I want to be?"

Stress Mitigation Efforts continued

- ▶ FISH Committee
 - ▶ "Soup"er Bowl
 - ▶ Pet Photo Contest
 - ▶ Holiday Feast

