

Beating Burnout

BREAKFAST AND LEARN OPPORTUNITIES		
DATES	TIMES	LOCATIONS
Wednesday, May 8	9:30 a.m. – 10:30 a.m.	FXE: Red Tails Conference Room 6000 NW 21st Avenue
Monday, May 13	9:30 a.m. – 10:30 a.m.	South Side Cultural Arts Center: Performing Arts Room 701 S Andrews Avenue
Wednesday, June 19	6:30 a.m. – 7:30 a.m.	Irrigation: Training Room Building 4 220 SW 14th Avenue
Wednesday, June 26	7:00 a.m. – 8:00 a.m.	Parks & Recreation: Break Room Building 3 220 SW 14th Avenue

LUNCH AND LEARN OPPORTUNITIES		
DATES	TIMES	LOCATIONS
Friday, May 10	12:00 p.m. – 1:00 p.m.	DSD: Code Enforcement Room 700 NW 19th Avenue
Thursday, May 16	11:30 a.m. – 12:30 p.m.	GTL Water Plant: Conference Room 1765 SE 18th Street
Thursday, June 6	12:00 p.m. – 1:00 p.m.	Virtual: Microsoft Teams* fflcity.info/burnout66

hosted by Dr. Felix Padron, Dr. Courtney Cantrell, Jessica Law, MPH, CHES the City's Cigna Well-Being Coordinator, Shane Meehan, Benefits Specialist, and Mia Daniels, HR-Benefits Assistant



Benefits Office Temporary Location

- 101 NE 3rd Avenue – 16th Floor
- 954-828-5160



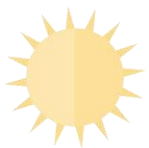
Review & Update Your Beneficiary Information

- If you have any of the benefits highlighted below and need to update your beneficiary information, please visit the [Benselect](#) portal.
 - City Paid & Voluntary Life Insurance
 - Aflac Group Accident, Hospital Indemnity, and Critical Illness Insurance



Review & Update Your Beneficiary Information

- If you have any of the benefits highlighted below and need to update your beneficiary information, please visit myfrs.com or call 866-446-9377.
 - FRS Pension Plan
 - FRS Investment Plan



Review & Update Your Beneficiary Information

- If you have any of the benefits highlighted below and need to update your beneficiary information, please visit Nationwide at nrsforu.com or MissionSquare at missionsq.org
 - Optional Retirement Deferred Compensation 457(b) plans



Benefits Calendar

- Go to Laudershare
- Click on the drop-down menu under “Resources” and click on “Training & Wellness Opportunities”

The screenshot shows a SharePoint site header with the text "OUR VALUES MATTER" and several icons. Below the header, there are three main navigation categories: "Community", "Resources", and "Collaborate". The "Resources" category is expanded, showing a list of items including "2019 Agenda Deadlines", "Benefits", "City Logos", "City Org Chart", "City Share", "Commission Annual Action Plan", "FIRST ERP Project", "Greening Our Routine", "ISO 9001", "Labor Contracts", "LauderShare Liaison List", "Orientation", "Personnel Rules", "Policy & Standards Manual", and "Training & Wellness Opportunities". A blue arrow points from the "Resources" dropdown to the "Training & Wellness Opportunities" item. Another blue arrow points from the "Edit" link below the "Recycle bin" item to the "Training & Wellness Opportunities" item.







Benefits Calendar




Click on “Benefits-Human Resources Calendar”



Calendars

-  Benefits-Human Resources Calendar
-  Information Technology Calendar
-  Organizational Development & Learning Calendar
-  Safety & Training Calendar

Online Registration

-  Benefits Human Resources
-  Information Technology
-  Organizational Development and Learning



Benefits Calendar



Benefits-Human Resources Calendar



See all the upcoming events!



Benefits-Human Resources
Nationwide: Retirement 101- Enroll and Understand Deferred
Tue, May 14, 10:00 AM
Webinar



Benefits-Human Resources
Nationwide: Approaching and Living in Retirement - Things to consider as
Tue, May 14, 1:00 PM
Webinar



Benefits-Human Resources
Nationwide: Social Security- The Choice of a Lifetime
Wed, May 15, 10:00 AM
Webinar



Benefits-Human Resources
Nationwide: Retirement Myths vs. Realities- Separate fact from fiction
Wed, May 15, 1:00 PM
Webinar



Benefits-Human Resources
Nationwide: Healthcare Costs in Retirement- It could cost more than
Thu, May 16, 10:00 AM
Webinar



Benefits-Human Resources
Nationwide: Budgeting- Save, guard and grow your money
Thu, May 16, 1:00 PM
Webinar



Benefits-Human Resources
FRS: Taking Control of Your Finances - 60 Minute
Mon, Jul 1, 10:00 AM
Webinar



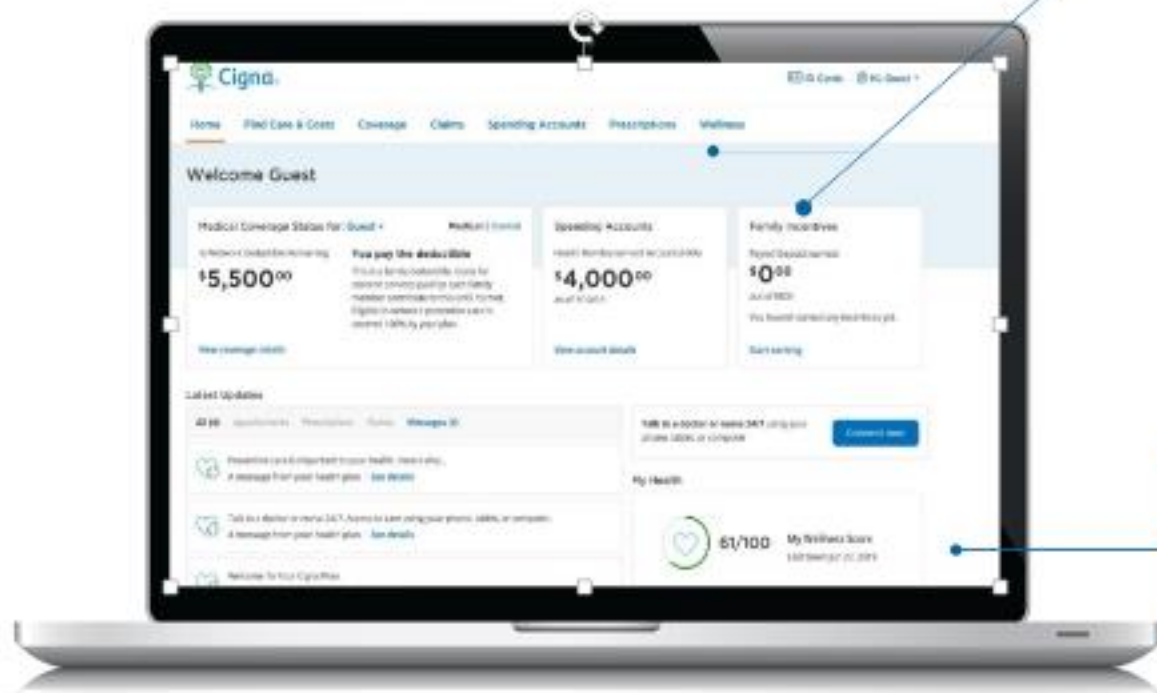
Benefits-Human Resources
FRS: Investment Planning
Mon, Jul 1, 1:00 PM
Webinar



Wellness Incentive Reminders

Motivate MeSM

Get all your health and wellness information in one place



Wellness & Incentives

Health Coaching

My Health Assessment

Food

Stress

Sleep

Exercise

Weight

Prevention

Apps & Activities

Health Assistant

REQUIRED GOAL

COMPLETE MY ASSESSMENT



View all Incentives

Total Wellness Starts Here

Incentives earned for My family

Points 0

250 Points out of 850

Incentives Spotlight*

It may take up to 30 days for incentives to show as completed.

Recommended Most popular Recently completed

100 Points

Required - Get a personalized health assessment

Let's Go

50 Points

Get a flu shot

Let's Go

50 Points

Get a prostate cancer screening (preventive exam)

Let's Go

50 Points

Talk to a coach and make progress toward a health goal

Let's Go

[View all incentives](#) 



Download and Submit Forms

Total Wellness

Incentives, Healthy Rewards*, and Additional Resources

Focus your wellness journey on the basics of healthy living.

Food



Exercise



Stress



Weight



Sleep



Prevention



Achieve goals

Check individual incentive status

Available Incentives Completed Incentives

It may take up to 30 days for incentives to show as completed. If you're unable to meet a goal's objectives, you may still be able to earn the award by an alternate activity. Select a goal to see its alternate activities.

Filter by Category

- Food (1)
- Sleep (1)
- Exercise (2)
- Weight (2)
- Prevention (2)
- Specialized (2)

Filter by Health Topics

- Heart Health (1)
- Pre-Diabetes and Diabetes (1)
- Emotional Health (1)
- Respiratory (1)

Personal Health Assessment 0 Points out of 0

Wellness Screening 0 Points out of 0

Preventive Care 0 Points out of 0

Health Coaching by Phone 0 Points out of 0

Self Reported Activities 0 Points out of 0

Feedback

Get help



View goal details



3 Required goals + earn 200 additional points

Personal Health Assessment Points Earned
0 Points out of 100

Required - Get a personalized health assessment **100** Points

A confidential questionnaire that asks you about your health and well-being and provides a personalized assessment of your current health. As a reminder and to protect your privacy, anyone taking the health assessment needs to register on myOgva, and then log in with their own user ID and password.

Available 01/01/21 - 12/31/21

Prevention

[Start Now!](#)

Wellness Screening Points Earned
0 Points out of 100

Required - Get a personalized biometric health screening **100** Points

Know your numbers. Complete blood pressure, cholesterol, blood sugar and body mass index (BMI) screening.

Available 01/01/21 - 12/31/21

Prevention

[Download the Form!](#)

Preventive Care Points Earned
0 Points out of 200

Required - Complete my annual physical (preventive exam) **100** Points

A preventive exam that's used to reinforce good health, address potential and chronic problems.

Available 01/01/21 - 12/31/21

Prevention

Get your physical. You will be credited when your claim is processed.

Preventive Screenings or Health Coaching

<i>Get a Flu Shot</i>	<i>50 points</i>
<i>Complete Annual OB/GYN Exam</i>	<i>50 points</i>
<i>Get a Mammogram*</i>	<i>50 points</i>
<i>Get a Colon Cancer Screening*</i>	<i>50 points</i>
<i>Get a Cervical Cancer Screening</i>	<i>50 points</i>
<i>Get a Prostate Cancer Screening</i>	<i>50 points</i>
<i>Talk to a Coach and Make Progress Toward a Health Goal (1 time per year)</i>	<i>50 points</i>

*No cost if the Affordable Care Act (ACA) guidelines are met and services are provided in-network.
* These services are not performed at the City's Health and Wellness Center.*



Add your points in before 12/31

Self Reported Activities

Points Earned
0 Points out of 100

I completed an Onsite Event (e.g Lunch and Learns, EAP Webinar etc.)

If you participated in a health and wellness activity, it shows your commitment to a healthy lifestyle. Tell us about it.

25 Points

Available
01/01/21 - 12/31/21

4 out of 4 remaining

I completed a Physical Activity (e.g gym workouts, walking etc.)

It's good for your body, mind and soul. Tell us what you did today that put your body in motion.

25 Points

Available
01/01/21 - 12/31/21

4 out of 4 remaining

I completed a Weight Management Activity (e.g Weight Watchers, Jenny Craig etc.)

Share the action you took today that shows your commitment to losing or maintaining a "feel good" weight, even if it was difficult for you to do.

25 Points

Available
01/01/21 - 12/31/21

4 out of 4 remaining

COVID-19 vaccine- Received complete COVID 19 Vaccine (1 or 2 doses based on manufacturer).

This goal is offered by your plan administrator. To learn more about the award requirements, refer to your plan information or call Cigna Customer Service at the toll free number printed on the back of your Cigna ID card.

50 Points

Available
01/01/21 - 12/31/21

Complete Goal

Tell us more about your completed goal

To self-report completion of a goal, choose the date of the activity, check the certification box, and complete the goal.

I completed this goal on:

Month Day Year

I certify that I've completed this goal on the date provided.

NOTE: Please allow up to 24 hours for this goal to show as completed.

Complete Goal

- > Complete the 3 Required Goals and earn at least 200 points through preventive screenings, health coaching, or self-reported activities.
- > Earn a (taxable) \$500 incentive award for completing the voluntary program.



Happify is your Personal Happiness Trainer

- We're committed to helping you take control of your health – and that includes your emotional health. That's why we're partnering with Happify, a free app with science-based games and activities
- Reduce stress and anxiety › Increase mindfulness and emotional well-being › Boost health and performance › Defeat negative thoughts › Gain confidence

happify™

Using Happify is fun, free, quick and easy.



Answer a few simple questions

This will help determine which games and activities suit you best.



Play the games and activities

Aim for few minutes a day, 2-3 days a week. There are 60+ interactive programs available, including self-reflection activities, articles, audio content, webinars and more.



Earn points for each activity you complete

Each month, you can enter for a chance to win valuable prizes.* Of course, the most valuable reward is building the skills that can help you improve your mood, your outlook and your health.



Keep going (and smiling)

There's always room for more. Keep at it and it will help you continue to build resilience and better emotional health.

Sign up and download the free app today at happify.com/Cigna**



iPrevail - Personalized Programs

- iPrevail is a digital therapeutics platform, designed by experienced clinicians to help you take control of the stresses of everyday life and challenges associated with life's difficult transitions
- After completing a short quiz, you will be matched with a personalized support program. Each week you will cover a new concept, with new social and clinical activities. You can send messages to your coach and others, day or night, 24/7

How does iPrevail work?

Using your computer or smartphone, start by signing up for iPrevail on myCigna.com.



1. Take an assessment

An easy intuitive process. See your results, then view what programs and support are right for you.



2. Start your program

Customized to meet your needs. Interactive video lessons, 1:1 coaching, support communities and online wellness activities. Engage at your own pace.



3. Earn rewards for getting healthier

We are invested in helping you build healthier habits and feel better. Earn points toward Amazon.com gift cards on iPrevail.*



4. Health maintenance

Enroll in additional health programs. Continue connecting with coaches and other users in lively support communities.

79%

of participants saw improvement after engaging in their personalized program.**



MD Live - Virtual Care

- Virtual care is making access to high-quality healthcare more convenient and affordable
- Available by phone or video, and in English or Spanish
- Urgent Care, Primary Care, Dermatology, Behavioral



Visit myCigna.com or call MDLIVE at 888.726.3171 when you need virtual care.

HEALTH CARE THAT'S THERE FOR YOU WHEN AND WHERE YOU NEED IT

Head-to-toe virtual care* from MDLIVE.®



It's not always easy to find time for the health care you need. After all, doctors' appointments traditionally involve time and travel. That can lead to putting off care until problems become more serious, and potentially more expensive.

That's why Cigna has partnered with MDLIVE to offer a comprehensive suite of convenient virtual care options — available by phone or video whenever it works for you. MDLIVE board-certified doctors, dermatologists, psychiatrists and licensed therapists have an average of over 10 years of experience, and provide personalized care for hundreds of medical and behavioral health needs.

Now you don't have to wait — or travel — for the care you need.

Connect with video or phone, wherever it's convenient for you. Best of all, virtual care from MDLIVE board-certified doctors is available to you and your eligible dependents as part of your health benefits.

MDLIVE

Primary Care

Preventive care, routine care, and specialist referrals

- Preventive care checkups/wellness screenings available at no additional cost* to identify conditions early
- Routine care visits allow you to build a relationship with the same primary care provider (PCP) to help manage conditions
- Prescriptions available through home delivery or at local pharmacies, if appropriate
- Receive orders for cosmetics, blood work and screenings at local facilities*

Behavioral Care

Talk therapy and psychiatry from the privacy of home

- Access to psychiatrists and therapists
- Schedule an appointment that works for you
- Option to select the same provider for every session
- Care for issues such as anxiety, stress, life changes, grief and depression

Urgent Care

On-demand care for minor medical conditions

- On-demand 24/7/365, including holidays
- Care for hundreds of minor medical conditions
- A convenient and affordable alternative to urgent care centers and the emergency room
- Prescriptions available, if appropriate

Dermatology*

Fast, customized care for skin, hair and nail conditions — no appointment required

- Board-certified dermatologists review pictures and symptoms; prescriptions available, if appropriate
- Care for common skin, hair and nail conditions including acne, eczema, psoriasis, moles, suspicious spots and more
- Diagnosis and customized treatment plan, usually within 24 hours

MDLIVE

Offered by: Cigna Health and Life Insurance Company or its affiliates.





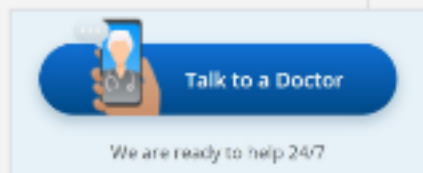
MD Live - Virtual Care

It's easy to connect to care.

Virtual care visits are convenient and easy, whether you choose on-demand care or to schedule an appointment. And you can select an appointment in English or Spanish.

1.

Access MDLIVE by logging into myCigna.com® or by using the myCigna® app.

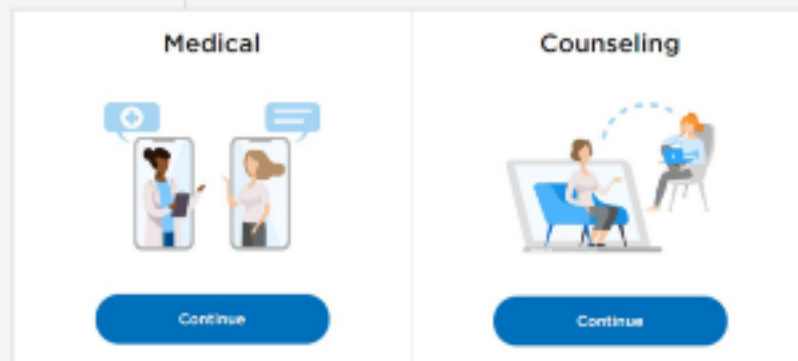


2.

Find the "Talk to a Doctor" button on the homepage. You may have to scroll down.

3.

Select the type of virtual care you need — Medical or Counseling. Estimated cost will be shown.⁵



4.

Schedule your appointment or start your visit today.



Stay Connected with Us!

- Receive important benefits information and wellness happenings!



SCAN ME



Seminar goals

- Understand the difference between stress and burnout
- Learn potential causes of job burnout
- Recognize warning signs of burnout
- Discuss strategies for preventing burnout and managing stress
- Know the benefits of your Employee Assistance Program (EAP)

Beating Burnout

Presented by your Employee Assistance Program (EAP)

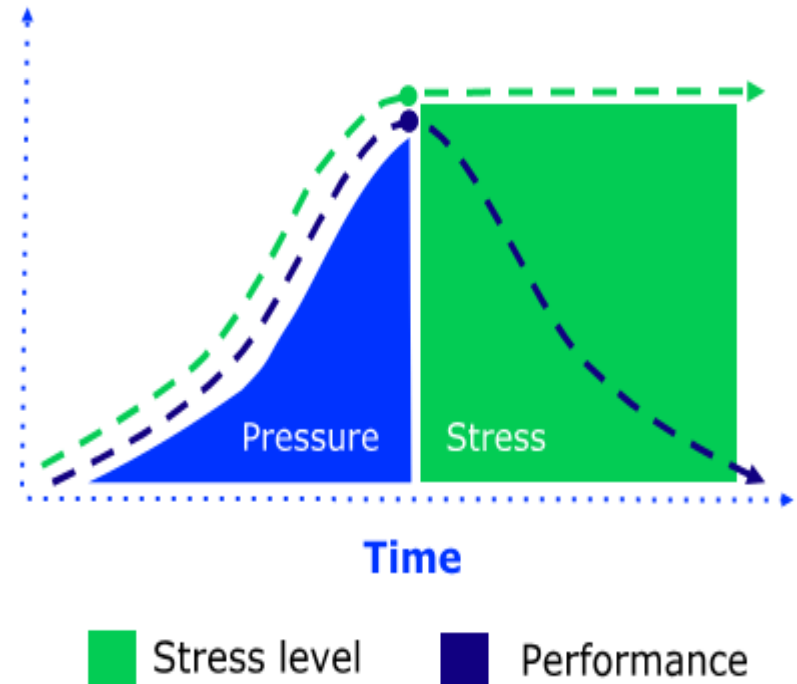


What is work stress?

Definition:

The harmful physical and emotional responses that occur when the requirements of a job do not match the worker's capabilities, resources, or needs.

- In small amounts, stress can motivate and energize to meet the challenge
- When it continues, our resources (and performance) begin to deplete
- Impacted by organizational factors, team/job dynamics, ongoing change, personal factors, etc.

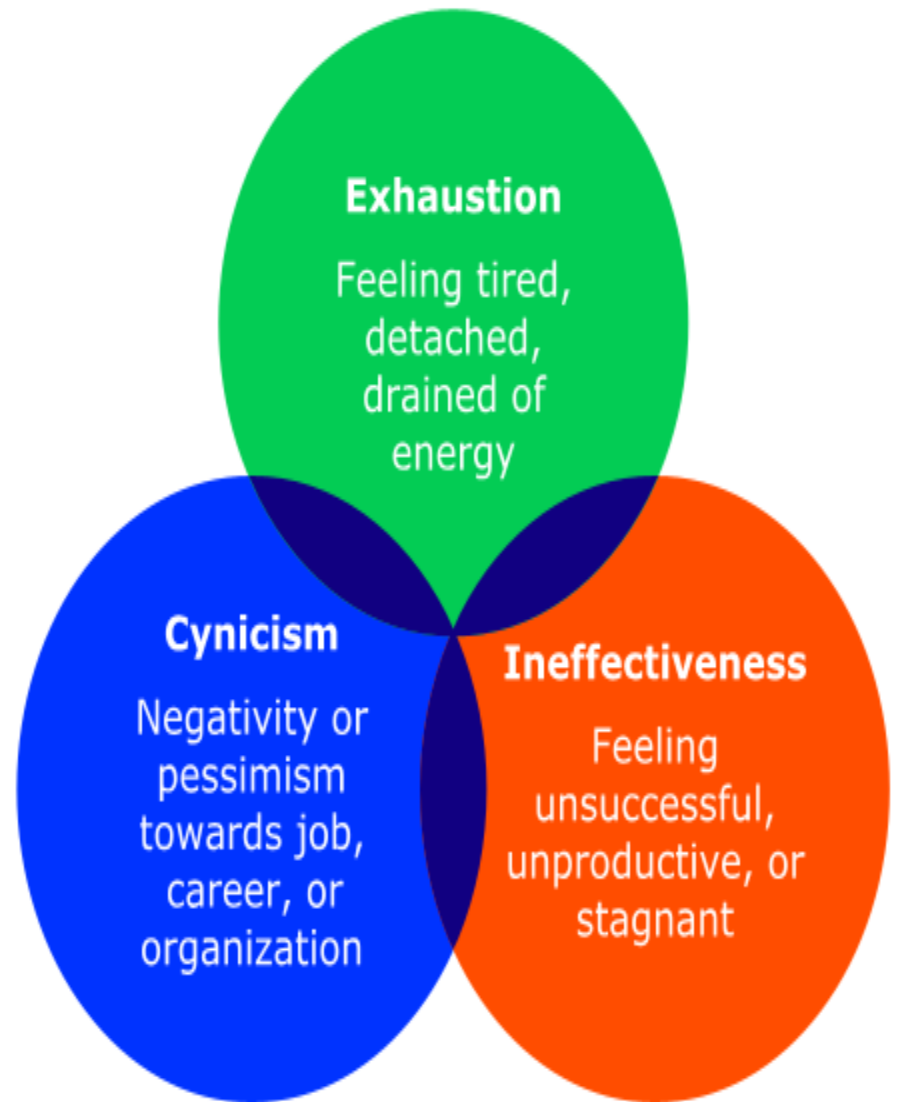


What is burnout?

Definition:

Chronic workplace stress that has not been successfully managed.

- Common in today's workplaces
- Not the same as depression
- Recovery is an active process



Stress vs. burnout

Stress	
Engagement level	<ul style="list-style-type: none">• Over-engaged, taking on too many responsibilities with limited resources
Emotions	<ul style="list-style-type: none">• Overreactive, making "mountains out of molehills"
Efficacy	<ul style="list-style-type: none">• Sense of urgency, under pressure, hyperactivity
Commitment	<ul style="list-style-type: none">• Feeling tired or decline in energy, but still committed to the goal
Symptoms	<ul style="list-style-type: none">• Physical signs, anxiety
Recovery	<ul style="list-style-type: none">• Can be managed with appropriate coping strategies

Stress vs. burnout

	Stress	Burnout
Engagement level	<ul style="list-style-type: none">• Over-engaged, taking on too many responsibilities with limited resources	<ul style="list-style-type: none">• Disengagement; even small tasks seem to require too much effort
Emotions	<ul style="list-style-type: none">• Overreactive, making "mountains out of molehills"	<ul style="list-style-type: none">• Blunted, flat emotions, "I don't care" attitude
Efficacy	<ul style="list-style-type: none">• Sense of urgency, under pressure, hyperactivity	<ul style="list-style-type: none">• Feeling helpless, hopeless, overwhelmed
Commitment	<ul style="list-style-type: none">• Feeling tired or decline in energy, but still committed to the goal	<ul style="list-style-type: none">• Exhaustion; Loss of motivation, ideals, hopes for the future
Symptoms	<ul style="list-style-type: none">• Physical signs, anxiety	<ul style="list-style-type: none">• Emotional impact, detachment
Recovery	<ul style="list-style-type: none">• Can be managed with appropriate coping strategies	<ul style="list-style-type: none">• Can persist even after usual recovery tactics



(Smith, Segal & Robinson, 2023)

Potential causes of job burnout

External stressors

- Organizational changes
- Under-utilization of your skills (boredom)
- Over-utilization of your time (too much work)
- Unclear job expectations
- Responsibilities beyond your skill level



Stressors in your personal life can also lead to burnout.



Potential causes of job burnout

Internal stressors

- Lack of control over your work
- Mismatched values
- Unrealistic expectations about your job
- Low work satisfaction
- Unbalanced work and personal life



Neglect of basic personal needs can be both cause and effect of stress and burnout.



Signs of burnout

- Exhaustion
- Low productivity
- Emotional extremes
- Loss of inspiration
- Feelings of cynicism or bitterness



A bad day, or even an occasional bad week, does not add up to burnout.



Signs of burnout

- Feeling constantly tense and irritable
- Inactivity or passivity
- Detachment
- Physical symptoms
- Increased use of alcohol or drugs



Having one or more signs of burnout for weeks at a time may signal a problem.



Challenging internal belief systems

Perfectionism

- Consider benefits vs. costs
- Have a “let go” ritual

Need for control

- Practice flexibility
- Delegate and mentor



People-pleasing

- Consider your own needs
- Practice assertiveness

Feelings of insecurity

- Remind yourself of successes, strengths

**Internal responses involve thoughts and beliefs.
If you can change a belief, it is possible to change your reaction.**

Finding meaning in your work

- Redefine your role, purpose at work
- Communicate what you need
- Look for stretch projects, growth opportunities
- Get a mentor or networking group

Job crafting entails adjusting your work tasks, relationships and perspective in a way that incorporates your passions, strengths and motivations.



(Dutton & Wrzesniewski, 2020)



Addressing workplace stressors

- Obtain clear job expectations
- Set healthy boundaries
- Seek out positivity
- Create your own rewards



We may not always have control over workplace stressors, but we can learn to manage our perspective and response in a healthy way.

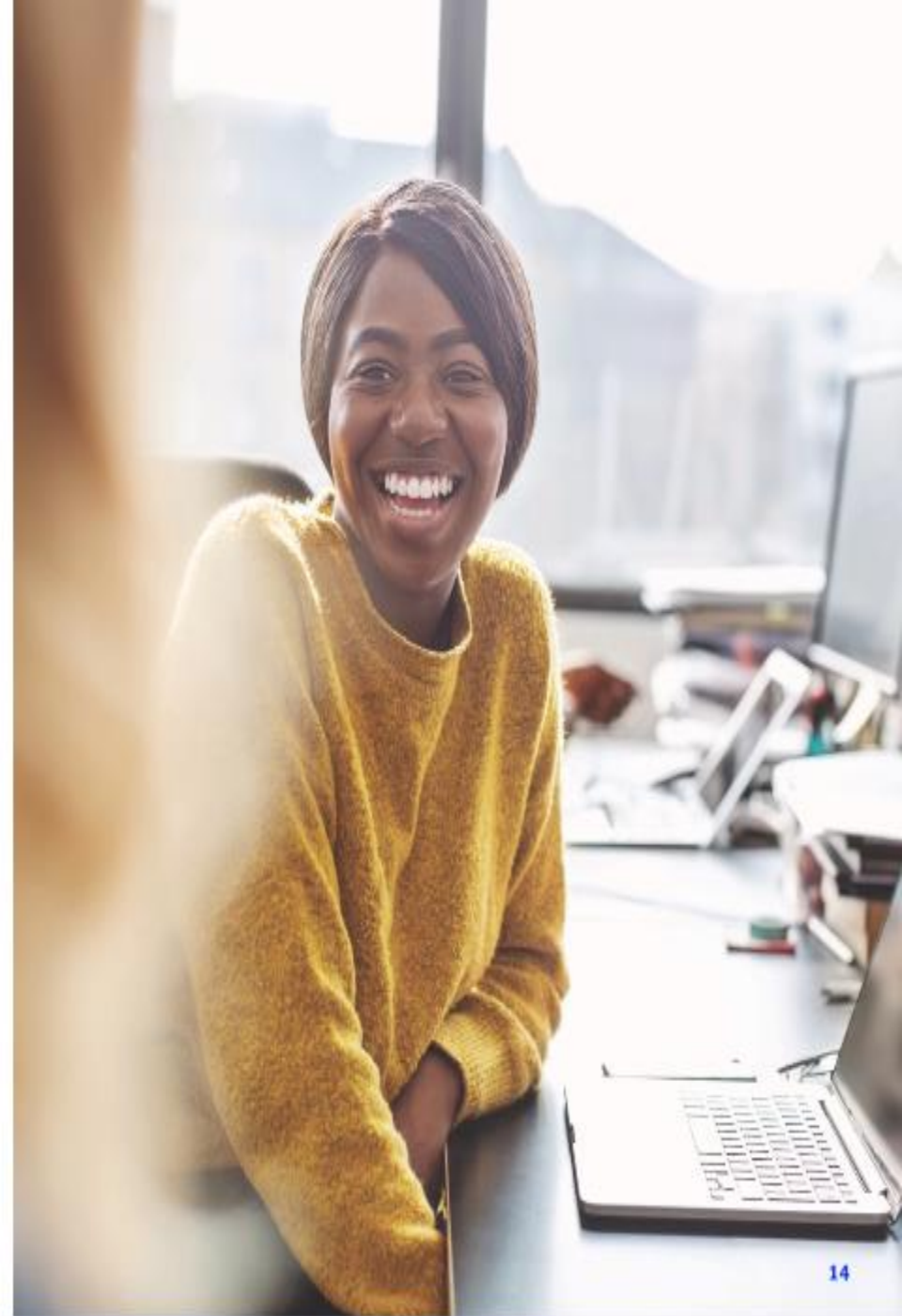


Self-care and stress relief

- Do something restorative every day
- Avoid unhealthy choices
- Take care of your physical health
- Use positive self-talk
- Find a little humor in each day



Create a daily schedule that makes your health a priority.



Get to know the resources available to you:

- Time off, flexible work arrangements
- Wellness programs
- Growth, training opportunities
- Mentoring or networking programs
- Employee Resource Groups
- The EAP



Benefits of the EAP

- Face-to-face sessions
- Confidential
- Prepaid
- Unlimited telephonic consultation
- Available 24 hours a day, 7 days a week
- Household benefit
- Home life support such as elder care, child care and pet care
- Convenience services
- Financial services
- Legal services

Benefits vary by employer. Please check with your HR for your specific EAP benefits.



References

- Calm (n.d.) *Everything You Need to Know About Burnout at Work*. <https://business.calm.com/resources/blog/understand-burnout-at-work>
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- World Health Organization (WHO) (2020, October 19) *Occupational health: Stress at the workplace*. <https://www.who.int/news-room/questions-and-answers/item/occupational-health-stress-at-the-workplace>

Thank you



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