



The San Francisco Department of Public Health

# Post-Election

Supporting DPH patients, clients, and staff

Update #2, December 7, 2016



12/17/2016



## Overview of this update

Policy update: Appointments to key federal and state positions

Political discussions in the workplace

Tips and resources for self-care

Responding to your feedback

What we are doing

What you can do

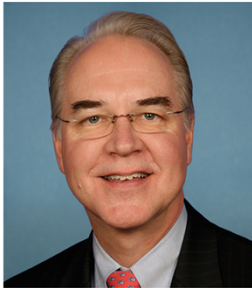
Director Garcia's message to patients and clients

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- What we know now is that no changes have been implemented as of yet.
- We do not know what changes are coming, though there has been much speculation about changes that could impact SFPDH and those we serve.

# Key Federal Appointments

Secretary of Health &  
Human Services:  
Representative Tom Price

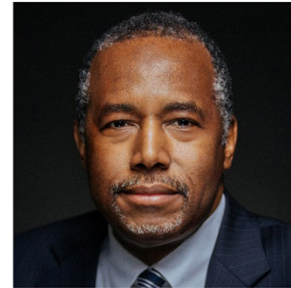


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Administrator of the Centers  
for Medicare and Medicaid  
Services:  
Seema Verma



Secretary of Housing and  
Urban Development:  
Dr. Ben Carson



## HHS

Goal of protecting health and providing essential human services.

It is a \$1 trillion organization that includes the Food and Drug Administration, the Center for Medicare and Medicaid Services, the Substance Abuse and Mental Health Services Administration, the Centers for Disease Control and Prevention, and the National Institutes of Health.

- President-Elect Trump has appointed Representative Tom Price as Secretary of Health and Human Services
- Representative Price has represented the northern suburbs of Atlanta, Georgia since 2005.
- As an orthopaedic surgeon, Representative Price has a background in clinical care and had previously served in a medical director position at Grady Health, a safety net hospital Atlanta.
- Representative Price has been a vocal critic of the Affordable Care Act and has introduced legislation in past 4 congressional sessions to repeal it.

## **CMS**

CMS is the part of HHS that administers the Medicare and Medicaid programs. This is the largest operating division within HHS, representing \$900 billion, or nearly half of the HHS budget.

- President-Elect Trump has selected Seema Verma as Administrator of the Centers for Medicare and Medicaid Services.
- Ms. Verma worked with Vice President-Elect Pence to help design the Healthy Indiana Plan, the state's Medicaid expansion under the Affordable Care Act.
- She also participated on the Republican Governors Public Policy Committee on Medicaid Reform.
- Ms. Verma is President and Founder of a health policy consulting firm, SVC, Inc., which works with governmental agencies and private companies, including safety net hospitals, on policies related to the Affordable Care Act, health insurance, and Medicaid.
- Ms. Verma previously served as Vice President of Planning for the Health & Hospital Corporation of Marion County and as a Director with the Association of State and Territorial Health Officials.

## **HUD**

The Department of Housing and Urban Development (HUD) oversees federal rental assistance programs serving more than five million low income households, including Section 8. It oversees a million units of public housing run by local governments, insures mortgages of more than one-fifth of all homeowners and enforces fair housing laws that bar racial discrimination by lenders and landlords.

- President-Elect Trump has selected Dr. Ben Carson as Secretary of the Department of Housing and Urban Development.
- In 2013, Dr. Carson retired from his work as a respected neurosurgeon and became involved in politics.
- In 2015, Dr. Carson announced his bid for the Republican presidential nomination. Carson ended his campaign in March 2016 and later supported Donald Trump.
- Dr. Carson does not have prior experience in housing policy or government administration and has also never held a governmental position or been involved in administration of a government agency, but was raised in Detroit and worked in Baltimore, two large urban areas.
- With a health background, Carson could be well-positioned to support efforts protect and promote public health through affordable housing solutions.

# California Appointment

## **Attorney General of California: Xavier Becerra**

Appointed by Governor Brown to fill the position vacated by newly-elected Senator Kamala Harris

Congressman representing the district that includes downtown Los Angeles since 1992

Has supported increasing opportunities for working families, improving the Social Security program, combating poverty among the working poor, and strengthening Medicare

Previously represented Los Angeles in the California Legislature and Former Deputy Attorney General with the California Department of Justice

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- First elected to the U.S. House of Representatives in 1992, Representative Xavier Becerra serves as Chairman of the House Democratic Caucus, is a member of the Committee on Ways And Means.
- Rep. Becerra was the first Latino to serve on the Ways and Means Committee.
- Rep. Becerra has used his position to increase opportunities for working families, to improve the Social Security program for women and minorities, to combat poverty among the working poor, and to strengthen Medicare and ensure its long-term viability.
- Rep. Becerra is also member of the Congressional Hispanic Caucus (CHC) and the Congressional Asian Pacific American Caucus.
- Prior to his election to Congress, Rep. Becerra served one term in the California Legislature as the representative of the 59th Assembly District in Los Angeles County.
- He is a former Deputy Attorney General with the California Department of Justice.

## Political discussions in the workplace

- The best practice is to keep political discussions out of the workplace.
  - Political discussions in the workplace can be sensitive and cause stress among colleagues and clients.
  - Staff may wish to decline participation in political conversations.
- All workplace speech, political or otherwise, should be respectful of the views of others.
- If employees feel uncomfortable about a workplace conversation, they should discuss it with their supervisor. Additional resources are:
  - Human Resources labor relations staff (for ZSFG: 415-206-8425 / for other areas: 415-759-3550);
  - DPH's Compliance & Privacy Hotline 1-855-729-6040; or
  - The Employee Assistance Program at 1-800-795-2351.

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- As a result of the recent elections, some employees are tempted to bring political discussions into the workplace.
- When it comes to discussing politics in the workplace, the subject can be rather sensitive.
- The best practice may be to keep the discussions out of the workplace.
- Remember that regardless of the topic, all workplace speech, whether political or otherwise, should be respectful and tolerant of others' views.
- If employees feel uncomfortable about a workplace conversation, they should first bring it up with their supervisor. Beyond that they can discuss it with DPH Human Resources labor relations staff at 415 206-8425 (ZSFG) or 415 759-3550 for other areas. Additionally, the Employee Assistance Program can be a good source for discussing the subject and gaining ideas for dealing with the stress of the situation. They can be reached at 1-800-795-2351.

## Common Reactions to Stressful Events

- Disbelief, shock, and numbness
- Feeling sad, frustrated, and helpless
- Fear and anxiety about the future
- Feeling guilty
- Anger, tension, and irritability
- Difficulty concentrating and making decisions
- Crying
- Reduced interest in usual activities
- Wanting to be alone
- Loss of appetite
- Sleeping too much or too little
- Nightmares or bad memories
- Reoccurring thoughts of the event
- Headaches, back pains, and stomach problems
- Increased heart rate, difficulty breathing
- Smoking or use of alcohol or drugs

- These are some common reactions to stressful events.
- We all have different emotions and reactions to stress.

### **Stress may cause feelings of:**

- Shock
- Disbelief
- Numbness
- Frustration
- Sadness
- Helplessness
- Anxiety about the future
- Guilt
- Anger
- Tension
- Irritability

### **You may also experience:**

- A change in your ability to concentrate and make decisions
- A reduced interest in your usual activities
- Wanting to be alone

- Loss of appetite
- Sleeping too much or too little
- Nightmares or bad memories
- Reoccurring thoughts of the event

**Stress can also impact your physical health:**

- Headaches
- Back pains
- Stomach problems
- Increase heart rate, difficulty breathing
- You may smoke, use alcohol, or drugs

Source: Center for Disease Control

[https://www.cdc.gov/violenceprevention/pub/coping\\_with\\_stress\\_tips.html](https://www.cdc.gov/violenceprevention/pub/coping_with_stress_tips.html)

More information specifically for parents, youth, and children can be found at:

<http://www.apa.org/helpcenter/talking-to-children.aspx>

<http://www.nctsn.org/resources/audiences/parents-caregivers>

[https://www.cdc.gov/violenceprevention/pub/coping\\_with\\_stress\\_tips.html](https://www.cdc.gov/violenceprevention/pub/coping_with_stress_tips.html)



## Caring For Yourself - Recommendations

- Connect with friends and family.
- Keep normal routines.
- Relax.
- Practice Deep Breathing – “4-1-5” technique
- Eat well, exercise, and get enough rest.
- Keep a journal.
- Refrain from using drugs and alcohol.
- Limit caffeine.
- Help others.
- Limit TV watching.
- Practice gratitude.

### It is essential that we focus on caring for ourselves while caring for others

- We have a deep commitment to the communities that we serve
- And stress occurs because we care about providing for our clients
- **Connect with friends and family.** It’s easy to feel alone when you’ve been through a trauma and are not feeling well. But isolation can make you feel worse. Talking to your friends and family can help you get the support you need. Studies show that having meaningful social and family connections in your life can have a positive impact on your health and healing.
- **Relax.** Each person has his or her own ways to relax. They may include listening to soothing music, reading a book or taking a walk. You can also relax by deep breathing, yoga, meditation or massage therapy. Avoid using drugs, alcohol or smoking to relax.
- **Practice Deep Breathing.** You can practice the local San Francisco breathing technique called the 4-1-5: Breathe in for 4 counts, hold your breath for 1, and exhale out for 5 counts.
- **Exercise.** Exercise relieves your tense muscles, improves your mood and sleep, and boosts your energy and strength. In fact, research shows that exercise can ease symptoms of anxiety and depression. Try to do a physical activity three to five days a week for 30 minutes each day. If this is too long for you, try to exercise for 10 to 15 minutes to get started.

- **Get enough rest.** Getting enough sleep helps you cope with your problems better, lowers your risk for illness and helps you recover from the stresses of the day. Try to get seven to nine hours of sleep each night. Visit the Sleep Foundation at [www.sleepfoundation.org](http://www.sleepfoundation.org) for tips on getting a better night's sleep.
- **Keep a journal.** Writing down your thoughts can be a great way to work through issues. Researchers have found that writing about painful events can reduce stress and improve health.
- **Refrain from using drugs and alcohol.** Although using drugs and alcohol may seem to help you cope, it can make your symptoms worse, delay your treatment and recovery, and can cause abuse or addiction problems.
- **Limit caffeine.** In some people, caffeine can trigger anxiety. Caffeine may also disturb your sleep.
- **Help others.** Reconnect to your community by volunteering. Research shows that volunteering builds social networks, improves self-esteem and can provide a sense of purpose and achievement.
- **Limit TV watching.** If watching the news or other programs bothers you, limit the amount of time you watch. Try not to listen to disturbing news before going to sleep. It might keep you from falling asleep right away."
- **Practice gratitude.** Think of or write down a few things that you are grateful for, acknowledge them, and reflect upon them. Give a genuine compliment to yourself or someone else. These small acts can help you stay positive and reduce stress.

Sources: Mental Health America

<http://www.mentalhealthamerica.net/conditions/post-traumatic-stress-disorder>

[http://greatergood.berkeley.edu/article/item/how\\_gratitude\\_can\\_help\\_you\\_through\\_hard\\_times](http://greatergood.berkeley.edu/article/item/how_gratitude_can_help_you_through_hard_times)

<http://www.cdc.gov/violenceprevention/pdf/coping-with-stress-2013-508.pdf>

More ideas on basic self-care: <http://www.mentalhealthamerica.net/ten-tools>

## Caring For Yourself – Skills

**Resourcing:** Imagine you're in a place where you feel very safe.

**Grounding:** Feel your feet on the ground, feel gravity.

**Tracking:** Place your attention on the sensations in your body.

**Gesturing:** Perform movements that are self-soothing, joyful or powerful, like placing a hand on your heart.

- **Resourcing** means imagining yourself in a place where you feel very safe. It can be external (in a particular location, doing a specific activity, being with in the company of a certain person) or internal (such as in memories that inspire compassion, comfort, or humor). Resourcing builds a sense of internal strength and resiliency and reinforces your sense of your own abilities and capacities.
- **Grounding** is the direct contact of your body with something that provides support in the present moment and allows you to focus on supportive and safe sensations.
- **Tracking** helps children and adults learn to tell the difference between sensations of distress and upset and sensations of balance and well-being within the nervous system. Exploring sensations (the things you hear, or smell, or see, or feel) connected to well-being is key to helping one feel better in mind, body and spirit.
- **Gesturing** or creating movements that serve as a means of expression, can be self-soothing, provide release, provide protection, and be joyful or powerful. Examples include self-massage, shaking out hands, opening your arms out, smiling.

We can use self-care at any time – not just in times of stress, but anytime we could use a little TLC. So, let's all take just a moment to do one of these things for ourselves right now.

## When More Than Self-Care is Needed – For You & Others

- Symptoms of stress (e.g., fear, sadness) for more than two weeks
- Not being able to take care of yourself or family
- Not being able to do your job or go to school
- Alcohol or drug use
- Feeling hopeless
- Thinking about harming yourself or others

San Francisco and the Department of Public Health have resources and programs that can help care for our workforce and our community.

**Self-care activities are a useful way to center yourself during stressful times. It is also necessary to recognize when you, or others, need to alleviate stress beyond self-care. The following list may help in deciding whether you need professional assistance due to stress:**

- Symptoms of stress (such as feelings of fear or sadness) are experienced for more than two weeks
- Not being able to take care of yourself or family
- Not being able to do your job or go to school
- Alcohol or drug use
- Feelings of hopelessness
- Thinking about harming oneself or others

“Sometimes taking healthy steps on your own to lower stress after a traumatic event is not enough. Getting additional care and support is sometimes needed to feel better and to figure out a way to move forward. This help may come from a licensed mental health professional, doctor, or community or faith-based organization. ”

Source: Center for Disease Control <http://www.cdc.gov/violenceprevention/pdf/coping-with-stress-2013-508.pdf>

## Resources For Mental Health and Wellbeing

- Employee Assistance Program (EAP) resources are available to staff (800) 795-2351
- DPH's Mobile Crisis Team can help facilitate workplace conversations to reduce stress and improve wellness (415) 970-4000

Resources are available to you to help with any stress you may be feeling.

The Employee Assistance Program provides confidential, voluntary mental health services to city employees and their families. Staffed by licensed therapists, EAP focuses on any personal or work-related concern that impacts an employee's work performance or personal life.

DPH's mobile crisis team is skilled at facilitating healing conversations in stressful times. They can be available to help facilitate workplace conversations to reduce stress and improve wellness.

## Responding to your feedback

- [Post-election website](#) has approved materials and other resources
- New flyers available in Arabic
- Please download and print the flyers yourself for distribution
- Website contains links to external resources where staff and clients can find trusted information
- Message from Barbara Garcia postcards are being sent to clinic sites and are also available on the website

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- Based on feedback and comments from staff, we have created a post-election website on the SFDPH website which provides access to the post-election materials and other resources.
- New materials are posted to this site as they become available.
- Flyers are now available in Arabic (as well as English, Spanish, Cantonese and Tagalog)
- We are not able to provide copies of the flyers or postcards, please download and print the flyers yourself for distribution.
- The website contains links to external resources from other organizations where staff and clients can find trusted information.
- Postcards with the Message from Barbara Garcia are finalized, and are being distributed to clinic sites. They are also available for download on the website.

## What we are doing

### Developing communications tools for patients, clients, and staff

- Office of Policy & Planning – Colleen Chawla, Nicki Sandberg
- Communications Office – Rachael Kagan, Linda Acosta

### Representing DPH in city/community conversations regarding Sanctuary City

- Director of Interdivisional Initiatives – Ayanna Bennett
- Office of Policy & Planning – Sneha Patil

### Tracking and analyzing policy developments

- Office of Policy & Planning – Colleen Chawla, Nicki Sandberg

### Conducting a risk assessment and leading budget planning activities

- Finance – Greg Wagner, Jenny Louie

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### What is DPH doing?

- The Office of Policy & Planning and the Communications Office are taking the lead on developing communications tools for patients, clients and staff.
- Dr. Ayanna Bennett and Sneha Patil are representing DPH in conversations with city and community stakeholders regarding immigration and Sanctuary City.
- Policy and Planning is also tracking all policy developments and will be analyzing proposals to determine their impact on DPH.
- Finally, Finance is conducting a risk assessment and will lead budget planning discussions that will be needed as details regarding potential policies emerge.



## What you can do

- Continue to support your patients, your clients, and your colleagues.
- Use only SFDPH-approved communication materials (available on the [Post-Election website](#))
  - You're Safe Here! Flyer
  - Message from Barbara Garcia postcard
  - PowerPoint presentations for staff
- Email questions or topics you would like covered in future updates to [post-election@sfdph.org](mailto:post-election@sfdph.org)



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So what can you do?

### **SUPPORT EACH OTHER**

- Continue to support your patients, your clients, and your colleagues
- Understand that they can represent a variety of different views and perspectives, which may or may not be the same as yours.

### **USE ONLY SFDPH APPROVED MATERIALS**

- Use SFDPH-approved communication materials to make sure that we are communicating accurate and consistent messages across the department.
- Post the You're Safe Here flyer, pictured on this slide, in patient/client areas.
- This flyer communicates five key messages:
  - you're safe here
  - your health coverage has not changed
  - you can continue to receive your care here
  - San Francisco is and always will be a sanctuary city
  - we are here for you
- The three statement message from Barbara is available on postcards.
- These postcards can be meant to communicate assurance and support and can be provided to patients and clients.



- The postcards and the flyer are available in English, Spanish, Chinese, Tagalog, and Arabic.
- Materials will be updated regularly.

**SEEK ANY SUPPORT YOU MAY NEED**

- For yourselves and your staff, remember that Employee Assistance Program (EAP) resources are available for anyone that would like to talk individually to a counselor.
- [Add info re debrief counselor, if available at this meeting]

**LET US KNOW IF YOU HAVE QUESTIONS**

- If you have any questions or topics you would like to see covered in future updates, please email us at [post-election@sfdph.org](mailto:post-election@sfdph.org).
- We will also compile frequently asked questions and make that information available as well.

## Director Garcia's message to patients & clients

- The election has not changed our commitment to you to provide quality health care.
- Please continue to seek services with your San Francisco Department of Public Health providers, including care at our clinics and hospital services at Zuckerberg San Francisco General and Laguna Honda.
- We will continue to provide health care to all San Franciscans in need, regardless of immigration or insurance status.

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Concluding with a reminder of these messages from our director.

The election has not changed our commitment to provide high quality health care.

We want our patients to continue to seek services at DPH.

And, we will continue to provide health care to all San Franciscans in need, regardless of immigration or insurance status.