

2019

BetterHealth Ambassador

Training Toolkit

January 10, 2019



BetterHealth
AMBASSADOR
CITY OF ALBUQUERQUE

2019 BetterHealth Ambassador Training Toolkit

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Additional resources can be found under “BetterHealth Ambassador” on the City of Albuquerque website: <http://www.cabq.gov/BetterHealth>.



Human Resources Department

Timothy M. Keller, Mayor

January 10, 2019

Dear BetterHealth Ambassadors,

On behalf of Mayor Tim Keller and Chief Administrative Officer Sarita Nair, thank you for accepting our invitation to become the inspirational voice of wellness for your workgroup. For newcomers, your application shows that you have what it takes to influence your coworkers in a positive direction toward improved health. For returning Ambassadors, what can we say? Your dedication is remarkable! Welcome, everyone, to the City of Albuquerque BetterHealth Ambassadors Class of 2019!

As BetterHealth Ambassadors, you will play a key role in advancing the culture of health within our organization. The employee wellness program grew to new heights with the 2018 class of Ambassadors, and we expect to grow the program further in 2019 with new ideas and enthusiasm from more Ambassadors than ever.

With support from the mayor's office and every department director, I believe it is an exciting time to engage your colleagues. The Human Resources Department supports you, and we will do everything possible to ensure your success.

Congratulations!

Mary L. Scott
Director

BetterHealth AMBASSADORS

Program Overview

As part of the City of Albuquerque's BetterHealth initiative, our efforts for 2019 focus on increasing physical activity, improving nutrition, reducing tobacco use, and reducing stress by engaging the majority of our employees in healthy lifestyle habits and creating a supportive atmosphere to pursue better health.

To help our organization make this cultural shift, we have enlisted volunteer BetterHealth Ambassadors who will share their enthusiasm, initiative and motivation to inspire others to be part of a meaningful, organization-wide wellness initiative. BetterHealth Ambassadors are asked to take a small amount of work time to encourage participation, relay information, customize emails for their co-workers, and assist with events as needed. It is assumed that time spent on these tasks does not interfere with overall job responsibilities. In the spirit of work-life balance, we've designed the role of BetterHealth Ambassador to be easy and fun, not another job!

Frequently Asked Questions

What is a BetterHealth Ambassador?

BetterHealth Ambassadors are wellness champions and advocates for healthy living, no matter where they are in their personal health journeys. Ambassadors serve as liaisons between the City of Albuquerque BetterHealth Program and employees at their work locations, promoting health and wellness among coworkers and engaging them to participate.

What type of responsibilities will I have in this role?

Coordinating a 2019 wellness kickoff event at your location. Examples include:

- Healthy potluck, wellness bulletin board, wellness workshop
- BetterHealth Program input, promotion, and problem-solving
- Developing worksite promotional initiatives for coworkers
- Event greeter
- Participate on an Ambassador sub-committee

Where can I find more information about City of Albuquerque Employee Wellness initiatives and activities?

The BetterHealth program for city employees and their families offers a pathway to pursuing a healthy lifestyle. The program includes health education, wellness interventions, and campaigns to make healthy lifestyles

easier at work. Science-based strategies are used to improve health. The healthy office culture that emerges over time will demonstrate that the City of Albuquerque truly values the health of its employees.

BetterHealth Ambassadors and City of Albuquerque employees can stay up to date on wellness programs and initiatives by referring to the following website link, <https://www.cabq.gov/BetterHealth>.

In addition, attending the BetterHealth Ambassador quarterly meetings and reviewing meeting notes are great ways to gather information about upcoming initiatives and activities.

What does it mean to “participate in and/or facilitate” Health & Wellness initiatives at my worksite?

As a BetterHealth Ambassador, you are not expected to create your own initiatives unless you want to. We do expect BetterHealth Ambassadors to be actively involved in at least two wellness initiatives per year. Some examples include:

- Joining BetterHealth programs, activities, or challenges and encouraging co-workers to get involved and complete them.
- Coordinating onsite Lunch & Learns or educational workshops on topics such as laughter yoga, healthy meals and snacks at work, mindfulness, and getting better sleep.
- Facilitating a healthy potluck at your work location.
- Offer peer support by inviting co-workers to train for a community fitness event for a good cause, and all participants wear the same incentive such as t-shirts or shoe laces. Examples of events include Run for the Zoo or the Doggie Dash & Dawdle.
- Offer peer support by inviting co-workers to join you on a walk at lunch or during a break (while adhering to allotted break times and Department policies).
- Encouraging participation in the annual health fair.
- Posting wellness posters in your work location.

As a BetterHealth Ambassador, you will have valuable insight into which activities employees at your worksite would most enjoy. No matter what you choose to do, we ask that you use your judgement, discuss your plans with your supervisor, obtain supervisor’s approval prior to announcing events, and invite supervisors to participate. By maintaining strong communication with managers and supervisors, you can eliminate surprises and awkward situations. Some departments have restrictions on when and where employees may exercise during the work day due to public perception that employees are “slacking off” while on the job. If your department has one of these policies, align all activities with the policy.

We also ask you to report back to the BetterHealth program staff with details of the event you organized, how it was received, and any feedback you have for improvement or additional activities. When possible, please send photos. We will be featuring a series of Success Stories in future promotional materials and would love to tell your story!

I am a trained fitness instructor. Can I lead an exercise class at my location?

There are many liability issues associated with leading physical activity classes and activities at work. To minimize liability, the BetterHealth program does not offer onsite classes, however Employee Health Services does. If you are interested in leading classes in the APD Gym, you must meet all requirements established by Employee Health Services, including having proof of current fitness certification, liability insurance, and current CPR certification. Employees who use the APD Gym must sign release of liability forms before using the gym.

The BetterHealth program stresses that participation in physical activity campaigns is voluntary and not a requirement of employment, and all physical activity must be done outside of work hours (before or after work or during unpaid breaks).

How much time is involved?

We anticipate that BetterHealth Ambassadors will need to commit one to two hours each month, attend at least 2 out of 4 quarterly Ambassador meetings, and participate in the annual training session.

- Quarterly Ambassador meetings – 1.25 hours each
- Annual BetterHealth Ambassador Training – 3 hours approved leave

Will I be expected to fulfill my BetterHealth Ambassador duties during work hours?

Yes, most duties can be handled during working hours.

Does being a BetterHealth Ambassador involve travel?

If you are unable to meet in person, quarterly meetings will be available via conference call. We encourage you to attend in person and get better acquainted with your fellow ambassadors.

When do the quarterly meetings take place?

Please see page 13 for the 2019 BetterHealth Ambassador meeting schedule.

If I am eligible and chosen to be a City of Albuquerque BetterHealth Ambassador, how long will I stay in the role?

We ask that you commit to being an ambassador for the full 2019 calendar year. You will have the opportunity to re-apply to serve another term.

Is there a limit to how long I can be a BetterHealth Ambassador? BetterHealth Ambassadors may serve as long as they remain active in their role or for two consecutive years if another employee from their department and location is interested in taking on the role.

What if my situation changes and I am unable to fulfill my duties?

If you must opt out, we ask that you find a replacement representative from your location, if possible, and assist your successor in the transition.

What does 'Without Conflict of Interest' mean? For example, can I be a BetterHealth Ambassador if I work part time as a weight loss consultant?

The primary purpose of a BetterHealth Ambassador is to communicate and promote the City of Albuquerque's BetterHealth Wellness Program and associated activities. The "Without Conflict of Interest" requirement prohibits BetterHealth Ambassadors from using their role as representatives of the City of Albuquerque to encourage or sell wellness or fitness-related products to coworkers. Our role is to encourage employees to improve eating habits, increase physical activity, avoid tobacco, reduce stress, and lead a balanced and healthy lifestyle in ways that best meet their needs. For example, you can be a BetterHealth Ambassador and still work as a weight loss consultant, but it is not appropriate for you to encourage, sell or promote any related health and fitness programs or services, nutrition supplements, essential oils, etc. to fellow employees.

Can I find the information in this toolkit online?

Yes. This Toolkit and other materials are available in a new SharePoint site for BetterHealth Ambassadors. The site contains Ambassador meeting agendas, the 2019 calendar, forms, and an opportunity to discuss ideas and share other documents. <https://partner.cabq.gov/BHA/default.aspx>

This document also can be found online under the 'BetterHealth Ambassador' section at <https://www.cabq.gov/BetterHealth>.

What is the difference between BetterHealth Ambassadors and members of the BetterHealth Wellness Committee?

The BetterHealth Ambassador program was established in 2016 to involve interested volunteer employees in reaching our workforce of over 6,000 employees at 168 work locations, encouraging them to be healthier, and making small changes in the work culture.

The BetterHealth Wellness Committee was established in 2012 for wellness partners to begin integrating wellness initiatives. Committee members include city employees with job descriptions that address employee health (such as employees from Employee Health Services), community health partners (such as American Cancer Society), health and wellness contractors (such as The Solutions Group, Presbyterian Health Plan, and Nuvita), and representatives from the 17 participating government entities enrolled in the city's benefit plans. The Wellness Committee meets quarterly during months when Ambassadors do not meet.

Wellness contractors will be invited to Ambassador meetings to discern how the two groups can work together.

Both BetterHealth Ambassadors and members of the BetterHealth Wellness Committee assist in aligning existing City resources, and aim to put new resources in place as needed.

I have some additional questions. Who can I contact?

For more information, please contact Wellness Coordinator Lisa Gatan at 768-2921 or Wellness Assistant Shannon Brady at 768-3732. You may also email questions to lgatan@cabq.gov or sbrady@cabq.gov.

BetterHealth AMBASSADORS

Roles & Responsibilities

- Be a City of Albuquerque employee in good standing.
- Serve as a point of contact for BetterHealth wellness activities and programs at your worksite.
- Participate in the BetterHealth Ambassador Training Session.
- Participate in and/or coordinate at least two wellness initiatives during the year.
- Solicit employee feedback and share that information with fellow Ambassadors and BetterHealth staff.
- Conduct routine sweeps of posted BetterHealth flyers at your work location and remove anything that is not up to date.
- Provide constructive feedback on BetterHealth programs and practices, and identify solutions to barriers.
- Participate in at least two of the quarterly BetterHealth Ambassador meetings. Meetings will be held in March, June, September, and December.
- Nominate a colleague to fill your role when your term is over.
- Assist your successor in the transition.

2019 Quarterly Meeting Calendar for BetterHealth Ambassadors

Date	Time
Wednesday, March 20	1:00-2:15 pm
Wednesday, June 19	1:00-2:15 pm
Wednesday, September 18	1:00-2:15 pm
Wednesday, December 4	1:00-2:15 pm

All meetings will be held in City Hall or nearby facilities, and parking will be validated. A Conference Call number will be provided for Ambassadors who cannot participate in person.

BetterHealth Employee Wellness Program

2019 Focus

The 2019 City of Albuquerque BetterHealth Program will focus on achieving the four program goals below. All related initiatives are described in this section. You will receive updates about new programs and initiatives as they become available.

Activities in red font are Presbyterian Health Plan sponsored activities.

BetterHealth Program Goals

- 1) Deliver practical and accessible programs to prevent, detect, and reduce modifiable risk factors for cardiovascular disease, diabetes, and cancer.

Modifiable risk factors include:

- inadequate physical activity
 - unhealthy diet and eating habits
 - being overweight or obese
 - smoking and using other forms of tobacco
 - elevated blood pressure
 - prediabetes
 - abnormal cholesterol and triglyceride levels
 - high stress
 - lack of sleep and insufficient social support influence a person's ability to make wise health decisions
- 2) Create a health conscious work environment
 - 3) Build wide support, collaboration, and organizational alignment
 - 4) Evaluate and continuously improve initiatives

Annual Employee Health Fair

Every year the BetterHealth program hosts a health and benefits fair in the Convention Center for employees and their families. Approximately 1,000 people attend! Health screenings and flu shots are available. Benefits representatives answer questions about medical, dental, vision, life insurance, deferred compensation, flexible spending accounts, and retirement. In addition, community organizations and businesses promote their products and services.

Exhibitors use giveaways to attract participants to their booths. Instead of candy giveaways, the BetterHealth Program requires healthier alternatives. Employees can win great raffle prizes donated by exhibitors. Two hours Paid Leave – Other (PLO) is usually approved for employees to attend this event.

In 2016, 2017 and 2018 Ambassadors greeted employees at the Health Fair entrance. In 2019, Ambassador greeters will be utilized again. Ambassadors may also volunteer to provide information at the Class of 2020 Ambassador recruitment table.

BetterHealth Ambassadors

In 2019, thirty-nine selected employees from various work locations will share their enthusiasm, communication skills, and motivation to inspire their co-workers to be part of City of Albuquerque's organization-wide wellness initiative.

BetterHealth Program Emails, Posters, and Newsletters

1. To promote every BetterHealth program, email blasts are sent to Ambassadors, all HR Coordinators, and employees on the BetterHealth Email Distribution List. Ambassadors and HR Coordinators are asked to get the word out by forwarding information to employees. Previous year Ambassadors suggest customizing the emails and the email subject lines, and reminding colleagues that Ambassadors are there to help and answer questions.
2. Posters with BetterHealth event information and health messages are distributed regularly to Ambassadors and department contacts with a request to post. Ambassadors may consider developing a wellness bulletin board for the posters.
3. JohnnyBoards are customized frames that include BetterHealth flyers. Each month new flyers are posted in restrooms, above water fountains, and near time clocks at 10 locations with mostly field employees. Locations include Solid Waste Administration building; Eagle Rock; Cerro Colorado; Montessa Park Convenience Center, Montessa Park/Parks and Recreation; Yale, Daytona, and Alvarado Transit Centers; Pino Yard; and 4th Street Fueling Station.
4. A monthly newsletter called *Work & Wellbeing* is distributed by email to Ambassadors and HR Coordinators with a request to share with employees. The Solutions Group, a division of Presbyterian Healthcare Services, develops the newsletter and includes health tips, informative articles, recipes, and cooking tips.

Biometric Screenings

Includes lipid panel and glucose tests and initial results review. Components may include assessment of blood pressure, weight, body mass index (BMI), waist circumference, and body fat percentage.

Completely confidential.

Check. Change. *Control.*™ and Self-monitoring Blood Pressure Stations

In May, *Check. Change. Control.*, the American Heart Association's blood pressure management program, will be offered to all employees and adult family members regardless of whether they have high blood pressure or not. This educational program focuses on simple changes participants can make to improve their overall health. Sixty-nine self-monitoring blood pressure stations are available to use before, during, and after the *Check. Change. Control.* intervention. Ambassadors may request a new self-monitoring blood pressure station if they do not have one at their worksite. Ambassadors will recruit participants into *Check. Change. Control.* and encourage employees to regularly use the blood pressure monitors.

Clickotine®

A clinically-validated mobile program to help employees and family members quit smoking. Clickotine® provides science-backed and meaningful support to keep participants on track, help develop a customized quit plan and provide strategies for overcoming cravings and dealing with withdrawals symptoms.

Sign-up by visiting <http://clctx.com/join/> . Enter Company Code: P3FMX6

Fresh Option Produce (see page 79)

The Fresh Option program is designed to deliver and encourage healthy snacks at meetings and celebrations. The program, which includes delivery of individual pieces of fresh produce, is available to BetterHealth Ambassadors at all City of Albuquerque locations.

Ways to use Fresh Options?

- Wellness educational workshops.
- BetterHealth program orientations and celebrations such as Good Measures & Nuvita orientations and Check Change Control celebrations.
- Staff days or retreats that include wellness initiatives, such as Library Staff Day.
- Staff meetings or training with at least one wellness announcement.

Good Measures Nutrition Program

BetterHealth through Good Measures is an online nutrition program designed to help employees and family members improve their eating habits. The 6-month program will be offered through June 30, 2019. Dieticians provide individual coaching. Nutrition challenges keep participants engaged. Great prizes for completing pre-determined milestones!

Mini challenge prizes

1. fitness towel
2. waist measuring tape
3. jump rope
4. handheld vegetable spiralizer

Program completion

\$25 gift card

Good Measures Diabetes Prevention Program (DPP)

Participants who register for BetterHealth through Good Measures and meet the requirements of the DPP are given the option to enroll. The Diabetes Prevention Program is designed to help employees and family members with behavior changes that can help prevent the onset of type 2 diabetes. The program consists of 16 one-hour sessions delivered online over the course of a year. Dieticians provide individual coaching. Nutrition challenges keep participants engaged. Great prizes for completing pre-determined milestones!

Good Measures Diabetes Support & Connected Diabetes Care

Participants who register for BetterHealth through Good Measures and have been diagnosed with Type 1, Type 2, or gestational diabetes are given the option to enroll. Personalized Diabetes Support: Participants with Type 1, Type 2, or gestational diabetes get support and education from their own diabetes dietitian coach. Participants work on what's most important to them. They learn how to eat to improve blood sugars, reduce complications and risks, and feel their best. Connected Diabetes Care: Participants with Type 1 or Type 2 diabetes get support from a clinical team and use high-tech tools, including a nutrition smartphone app, wireless glucometer, strips, and an insulin tracking pen that syncs to the Good Measures platform automatically. Participants learn about what affects their blood sugar—such as food, activity, medication, and stress—and how to manage it.

Health Coaching

Health Coaching is a process that facilitates healthy, sustainable behavior change by challenging you to listen to your inner wisdom, identify your values, and transform your goals into action. Your Health Coach can help address counterproductive lifestyle habits by guiding your health improvement plan through Wellness at Work. Web-based and telephonic coaching available. Outreach is triggered through Personal Health Assessment (PHA) completion.

Health Academy 2019 - Reduce Stress & Feed Your Second Brain

A two-hour educational event designed to educate employees on **how to cope with stress and become more resilient** to improve their overall well-being. A cooking demonstration and meal are included! Two hours Paid Leave – Other (PLO) is usually approved for employees to attend this event. Family members are also invited. Ambassadors may volunteer to greet participants and distribute materials.

Date: Thursday, June 13, 2019

Location: Albuquerque Museum in Old Town

Time: 2 sessions to choose from, 11:00am – 1:00pm and 3:00 – 5:00pm

Employee Health Services and Employee Assistance Program (EAP)

The City of Albuquerque EAP serves employees and family members living in the home, and provides five confidential counseling sessions at no cost. Employees and family members may work with counselors to reduce stress and improve health behaviors, such as quitting smoking, eating healthier, and losing weight. Call 768-4613 for an appointment. See enclosed brochure in side pocket.

Employee Health Services staff provide employees with free fitness and endurance testing, personal training to strengthen muscles and manage weight, office ergonomic assessments, group cardiopulmonary resuscitation (CPR) training, and more! Contact Dave Pulliam at 768-4623.

The 4-hour CPR training includes instruction on using an Automated External Defibrillator (AED) and First Aid for adults. Upon completing the course, participants receive an American Heart Association First Aid and CPR Certification Card that is valid for 2 years.

Employee Health Services and EAP are managed by the Risk Management Division, Department of Finance and Administrative Services.

Eweb, City of Albuquerque Website, and SharePoint

Wellness program announcements are posted on eweb (<http://eweb.cabq.gov>) and the City of Albuquerque website, <http://www.cabq.gov/BetterHealth>. For Ambassadors only, a newly developed SharePoint group site will include a BetterHealth event calendar, program flyers, meeting agendas, Ambassador forms, and an opportunity for a group discussion. All Ambassadors may post on SharePoint.

Flu Shots & Colorectal Cancer Screening Assessment

Every fall, the BetterHealth program hosts flu shot clinics at 25 work site locations. This service is available to employees, spouses and dependents ages 19 and older. Benefits of getting vaccinated include preventing illness and reducing the risk of spreading influenza to others.

To increase colorectal cancer screening for participants who are 50 and over, screening efforts are combined with annual flu shot events. Participants are provided an assessment form and if it is determined that they are at average risk for colorectal cancer they will receive a take home kit.

Full Plate Living Weight Loss Program – NEW!

A healthy lifestyle can be achieved through practical, straightforward steps. Full Plate Living isn't just about losing weight, or keeping it off, it is about helping participants live a healthy lifestyle that is fun, feels great, and most importantly, is sustainable for the remainder of their lives.

The Full Plate program educates participants on a high fiber diet through the completion of 16 online lessons. This approach works because foods naturally high in fiber are naturally low in calories and filling to eat.

Gym Locations

A number of work locations have on-site gyms for their employees, including Police Academy, Fire Academy, Aviation, 911, and Daytona Transit Facility.

The **APD Gym** located in the basement of APD Law Enforcement Center is free and open to all city employees who complete the enrollment form and fitness assessment provided by Employee Health Services staff. Contact Dave Pulliam at 768-4623.

All employees and dependents (age 18 and up) enrolled in the City of Albuquerque Presbyterian medical plan are eligible for the Presbyterian Gym Membership Benefit. The benefit includes use of 41 gyms in the ABQ Metro Area, including Defined Fitness, Planet Fitness, Anytime Fitness, and others. Interested employees must elect this gym benefit during Open Enrollment season in May or within 31 days of employment. Once a month employees pay income tax only on the gym's fair market value.

The Departments of Family and Community Services and Senior Affairs also provide weight rooms and fitness equipment throughout Albuquerque for a small annual fee. See City of Albuquerque website for more information.

Health Education Multi-Week Courses, Workshops & Video Links

Multi-week courses and 30-60 minute educational workshops on various topics are available for Ambassadors to coordinate at their work locations. Coordination may include reserving conference rooms, setting-up audiovisual equipment, inviting co-workers to attend with an email and flyer, and reporting results. See current Class Offerings on pages 69-74.

Please request workshops at least 3 weeks in advance (use the Ambassador Training Request Form on page 57). Upon receiving requests from Ambassadors, BetterHealth staff will contact presenters, check their availability and finalize the dates. Presentation times and days are flexible to accommodate various CABQ work schedules.

Educational video web links are included in the workshop list. Ambassadors may host a group viewing at any time, or send a web link to employees and encourage them to view it when they have time. Preparation for group showings includes reserving a conference room with a computer, monitor, Internet, and speakers. Then simply play the video.

Remember to discuss your workshop plans with your supervisor, obtain supervisor's approval prior to announcing workshops, and invite supervisors to participate.

Healthy Food in Offices - Nutrition Guidelines

Guidelines were developed in 2013 to demonstrate our commitment to Better Health. The availability of healthy foods at office celebrations and events can help employees make nutritious choices and can influence their long-term health and wellness. The guidelines and potluck sign-up templates are available at <https://www.solutionsbiz.com/loginArea/Admin/CityDocs.cfm>.

Also see the new template for healthy office snacks on page 61.

Healthy Solutions

Presbyterian Healthy Solutions Disease Management program is a coaching service for Presbyterian members who have one of the following chronic health conditions: Asthma, Coronary Artery Disease, Diabetes, or Hypertension. The program can help you improve your health. Presbyterian offers this service at no extra cost to you.

What can health coaching do for you? Health coaching can help you learn how to take control of your health. If you want to feel better and live healthier, nurses are available to help you!

You and your health coach nurse will talk about:

- How you can make small changes that lead to healthier habits
- What might be keeping you from living a healthier lifestyle
- What healthy choices have worked well for you in the past
- How to work with your healthcare provider to meet your health needs and goals

Healthy Solutions health coach nurses work with you by phone and/or video visit.

- They will encourage you to improve your health
- They can set up coaching times that work with your busy schedule

With a Healthy Solutions health coach nurse as your guide, you can learn how to make healthier choices every day. Connect with a health coach nurse to learn more, get started, and commit to a healthier life today! Call 1-800-841-9705 or email HealthySolutions@phs.org.

Mammography Van

The BetterHealth program promotes regular breast cancer screening. Every May and October the mammography van is conveniently located downtown to provide screening mammograms at no cost to City of Albuquerque employees and family members covered by Presbyterian Health Plan and other insurance plans. Additional worksite locations vary. Thirty minutes Paid Leave - Other (PLO) is usually approved for employees to participate.

Mindfulness-Based Stress Reduction (MBSR)

Mindfulness is the cultivation of attention to our moment-to-moment experience. The majority of people who complete MBSR courses report an increased ability to cope more effectively with both short and long-term stressful situations. Research also shows that MBSR helps with nicotine addiction, weight issues, compulsive eating, type 2 diabetes, and many other health conditions.

Six 4-week onsite courses will be offered in 2019. Many will be conducted in partnership with Public Service University (PSU) and BetterHealth Ambassador Tom Darling. All six courses will be available online for Ambassadors to coordinate at their work locations. These online programs will run on the same schedule as the in-person trainings, however weekly viewing times are flexible. See current Class Offerings on pages 69-74.

Mobile Health Center

Services through the Mobile Health Center are offered to employees and family members age 2 and over who are enrolled in the City of Albuquerque's Presbyterian Health Plan. \$0 Co-Pay!

Medical services range from preventive wellness exams to urgent care. Call 220-6562 to schedule an appointment. Walk-in visits are seen based on availability of healthcare provider. View the monthly schedule at <https://www.cabq.gov/mobilehealthcenter>.

Mother's Rooms in City Hall, Plaza del Sol, Airport, and BioPark Zoo

Breastfeeding is one of the most effective preventive measures a mother can take to protect the health of her infant and herself, including the maintenance of a healthier weight. Employment is now the norm for U.S. women of childbearing age we know that returning to work after having a baby can be challenging. Breastfeeding is a personal decision; however, the BetterHealth program is committed to providing on-site lactation support.

The Mother's Room in City Hall includes two private pumping stations, a refrigerator to store breast milk, and a nearby sink to wash supplies. Commercial grade breast pumps are available to mother's using Ameda Purely Yours Express breast pumps. These mothers simply bring their own tubing. Interested employees should contact the Health and Wellness Coordinator in the Insurance and Benefits office for more information.

The private Mother's Room at the airport is located near the security screening area, and it is available to employees and passengers. The private room at Plaza del Sol is on the 5th floor in the Planning Department, and is available to all employees. Check in at the reception desk, Code Enforcement Division. The Mother's Room at BioPark Zoo is for BioPark employees only.

All department HR Coordinators are prepared to identify temporary space for employees who wish to breast pump upon returning from maternity leave.

Baby Benefits

Presbyterian offers a program that will help you have a healthy pregnancy and baby. You can enroll in the Presbyterian Baby Benefits prenatal program in one of these ways:

- Online at mypres.phs.org
- Call us at (505) 923-5017
- Email us at PerformanceImp@phs.org

When you join, you can earn prenatal and newborn reward cards to purchase healthy items. Join anytime during your pregnancy.

Personal Health Assessment

Presbyterian offers a Personal Health Assessment to all City of Albuquerque benefits-eligible employees, spouses, and domestic partners, including employees covered by other medical insurance plans. A \$25 Gift Card from the BetterHealth Program is offered once every fiscal year for completing the confidential online assessment. Individual responses are never disclosed, but aggregate data is reviewed for program planning.

Quit for Life

The Quit For Life® (QFL) program is available to employees, spouses and domestic partners. When participants utilize program components as directed, including phone coaching, nicotine replacement therapy (NRT), and online tools, they are more likely to quit compared to trying to quit using tobacco products on their own. The program helps people quit using all types of tobacco, including chew and e- cigarettes.

Quit for Life allows participants to quit at their own pace. QFL coaches teach skills to control nicotine cravings and urges. Instructions for proper use of NRT are included with the program, and when appropriate, NRT can be mailed directly to the participant's home at no cost. Enroll online or by phone.

1-866-QUIT.4.LIFE (1.866.784.8454) | www.quitnow.net

Run for the Zoo...and Walk with us too!

500 benefits-eligible employees will be provided entry in the May 5, 2019 event, along with a team t-shirt. BetterHealth Ambassadors initiated this campaign in 2017. Ambassadors designed the poster and created email blasts with event information to increase recruitment from 28 in 2017 to 500 employee participants in 2018! In 2019 Ambassadors may volunteer to assist with packet distribution, team photos on event day, and Meet & Greet in the team tent.

Take the Stairs Campaign

BetterHealth encourages employees to be physically active, including stair climbing during each work day. In 2014 the stairwells in City Hall were labeled and painted with motivating health designs.

Talkspace for Behavioral Health

With Talkspace you can:

- Engage with a therapist the same day that help is needed, not weeks later
- Get matched to a therapist based on your unique needs
- Develop a one-on-one relationship with the same therapist throughout your engagement
- Live a happier, healthier life

For more information on how to sign up, contact Presbyterian Customer Service at (505) 923-7787.

Walking in Albuquerque Convention Center

The Albuquerque Convention Center is open to city employees for walking. Employees must sign in and out at the information desk and wear employee badges while walking. Occasional restrictions occur when conference attendance is high. The location is ideal when the weather is too hot, cold, or windy for outdoor activities!

Wellness at Work Online Platform

Online portal designed to help employees create personalized health improvement plans. The online platform houses the Personal Health Assessment (PHA), biometric screening results, recipes, workout plans and much more! Available to benefits-eligible employees, spouses and domestic partners.

Online challenges will be offered throughout 2019. Challenges range in length and promote topics such as hydration, physical activity and nutrition.

BetterHealth Ambassador Program Evaluation & Recognition

Employee Participation

A measure for the BetterHealth Ambassador program success is overall employee participation. Use of the sign-in template (can be found in the resource section on page 53) is required for all on-site activities to assist in this measure and should be returned to the BetterHealth Program Coordinator.

Ambassador Activities

The number of Ambassadors participating each year and the type of activities they pursue will also be tracked. The ultimate goal for the Ambassador program is to have 60 ambassadors per year, representing all work locations with more than 30 employees. In 2016 we had 23 Ambassadors. In 2017, thirty-three were selected. In 2018, twenty-nine were selected. In 2019, thirty-nine were selected.

BetterHealth Ambassador Program Progress Report

In preparation for recruiting new Ambassadors each year, a progress report will be produced and distributed to senior leaders and department directors. The report will include Ambassador projects, participation results, and photos.

Use of the reporting template (can be found in the resource section on pages 55) is required for all on-site classes to assist in this measure and should be returned to the BetterHealth Program Coordinator.

BetterHealth Program Annual Report

Ambassador activities will be included in the annual BetterHealth Program Progress Report, where results from all BetterHealth interventions are described.

CABQ Quarterly Employee Recognition Program **NEW!**

As a BetterHealth Ambassador you could be nominated and recognized for your outstanding efforts in guiding City employees to better health. You may also nominate fellow Ambassadors or employees who deserve to be recognized for their accomplishments in the area of health and wellness. The City Council awards recipients with one full day of paid leave! Nominations are due at the end of March, June, September, and December. For more information go to

<https://www.cabq.gov/humanresources/workforce-development/employee-recognition-program>.

