

## Director's Message

As we begin October, we continue to show success in the trending of cases for COVID-19 in Orange County (OC). Much of that success is because of you and our colleagues throughout the OC Health Care Agency (HCA).

From the start of this pandemic, so many in the HCA have worked countless hours, given up well-deserved time-off, and gone 'above and beyond' in service to our community. As Director and County Health Officer, I emphatically thank you for your dedication, professionalism and commitment during this time. I am extremely proud, and you should be too, of the way we in the HCA have responded to serve the

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## Peer-to-Peer Norma Sanchez A "Go-to" Person

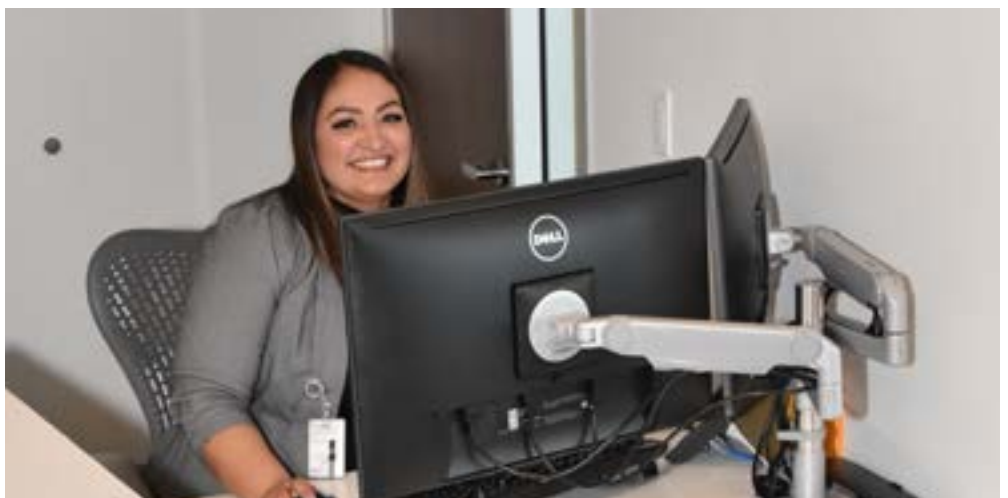
Adjustments are a part of life at the OC Health Care Agency (HCA) and that includes for Peer-to-Peer recipient **Norma Sanchez**, Office Specialist Environmental Health (EH). She was recognized for her work in March, just as COVID-19 arrived. Prior to the pandemic, Norma represented the HCA at the County Service Center (CSC), which is inside the new County Administration South (CAS) building, at 601 N. Ross Street in Santa Ana. Norma said she was excited and eager to take on the responsibilities that come with working at the CSC. "I take pride in knowing that I'm considered to be a 'go-to' person," said Norma, "whether it's

for co-workers and supervisors, or the public."

But with COVID-19, Norma is mostly working from home. "Instead of going to the CAS and helping the public with questions, I've returned my attention full-time on processing all change of owner applications for restaurants, pools and hotels within the County of Orange."

Whether she's with a member of the public or not, Norma's coworkers said she is the ideal person to represent EH (and the HCA). Colleagues also said Norma is ideal to work with for several reasons: she has strong knowledge of EH programs; she displays excellence and integrity;

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### FEATURED ARTICLES

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# NEW Public Health Services

# Director



**L**ike everyone joining the OC Health Care Agency (HCA) during a pandemic, **Dr.**

**Margaret Bredehoff** has had to hit the ground running. And as Deputy Agency Director of Public Health Services (PHS) she's had to do it while leading one of the HCA's most public-facing divisions.

Serving the public though, has been the focus of her career. "It has always been my professional and personal pursuit to help shape the health, well-being and vitality of our community and the people that reside here. What better way to serve than be part of an amazing team at the HCA and strive to achieve health for a better tomorrow together."

As she considered the opportunity in PHS, Dr. Bredehoff said the pandemic was a part of her thinking. "First and foremost, I wanted to give back to the country that has given me so much. We are living in a time with much uncertainty and disparities. As a lifelong public health advocate, it is an essential function and core responsibility to help bring peace of mind and well-being to our communities. There is no better time for PHS to serve its mission than during a pandemic."

Dealing with uncertainty and disparities have been a part of Dr. Bredehoff's life since childhood. At the age of 3 and a half, her family was among the first evacuated from Vietnam on board a Flight to Freedom. "My father was a

scholar and my mother worked as a translator in the US Embassy. We were able to get about 24 family members out. We landed in Fort Chaffee, Arkansas where I remember feeding chickens. We also had a visit from President Gerald Ford and my grandfather presented him with one of his paintings."

Dr. Bredehoff said the painting is an American eagle spreading its wings over three chicks which are black, red and yellow-representing different ethnicities. The painting was retired from the Ford Presidential Museum and Dr. Bredehoff's family is hoping to obtain it as a family heirloom.

Art and creativity are a part of her life. Dr. Bredehoff describes herself



as an anthropologist of art, food and culture. When she's home, she's in the kitchen testing out new healthy recipes and she has her husband, their four children and her parents eagerly waiting to taste test! Whenever she travels, people-watching, listening to their stories and taking in art works are on the agenda. "I admire art from around the world, especially the stories that inspired the pieces."

Back at work, Dr. Bredehoft said her goals, mission and vision for PHS are simple: be the change and make a difference. "Our PHS team is made up of incredibly passionate and dedicated people. As I have had the pleasure and honor to meet most of them during my first months, I am humbled by the work that they do day after day; ensuring that we do not cease to serve the poor and vulnerable for COVID-19 and core public health needs. The team is led by leaders who truly walk the talk!" She praised the PHS response to COVID-19 as "rapid" and "impressive."

▲ Top row (L-to-R): Luca, Josh, Jonathan (husband), Madeline. Bottom row (L-to-R): Luke (my dad), Margaret, Teresa (my mom), & Maxine holding Thor.

► Dr. Bredehoft's grandfather, Nguyen Van Hieu, presenting painting to President Gerald Ford, Fort Chaffee, Arkansas, August 10, 1975. (Future Dr. Bredehoft in center, wearing plaid.)



## Director's Message

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residents of OC during COVID-19.

COVID-19 has presented us all with uncharted territory. But you, as part of the HCA's talented, professional team, continue to map a way forward. While we don't know when this will end, or what a 'new normal' might look like, we do know the people of the HCA will continue looking for ways to help.

As much as we've been laser-focused on COVID-19 this year, we remain committed to our regular, more seasonal responsibilities. Among those is recognizing the start of the influenza (flu) season. I often tell people that I'm a 'doc' first and foremost; so, take it from me and please remember to get your flu shot by November 16th.

Remember too that it's important to take care of yourself, your family, and each other. Follow guidance on washing hands, staying home while sick, and physical distancing. Keep an eye on relatives, friends, and neighbors who are older and/or

have underlying health conditions. This can be stressful, so consider ways for you and your loved ones to prioritize your mental health as well as your physical health. You'll find information on resources available to you on [Page 7](#).

I am proud of you and how you've responded to the continuing crisis. It's what we train for, but it certainly has been a long road. We will get through this together.

Sincerely,

Dr. Clayton Chau  
HCA Director  
County Health Officer

**NEW**

# Public Guardian

“I look forward to this opportunity and have high hopes for the PG Office to serve our clients with the highest level of care and become a vital link to our community.”

Jenny Qian, Public Guardian



“I feel honored to be entrusted with this important responsibility as the Public Guardian (PG) and to lead a team of dedicated staff to serve the most vulnerable individuals in Orange County (OC).” A new role for **Jenny Qian**, appointed by the Orange County Board of Supervisors to the Office of the Public Guardian. For the past 29 years, Jenny has served the County of Orange (County) with the OC District Attorney (OCDA) and the OC Health Care Agency (HCA). “My experience at OCDA and the HCA have taught me so much through the examples of wonderful leaders, peers, clients and the community. Each step of the journey – even the challenging ones, have been growth producing and very satisfying. I have been blessed and feel grateful

for the opportunities given to me. With the experience and skills I have gained, this position will allow me to give back to the community.”

The PG provides important mandated conservatorship and estate administration services to individuals across the county as specified by the Probate and Welfare and Institution’s Code. For more visit the PG website [here](#). Currently, the PG Office is handling over 1,300 cases. “We serve individuals who became gravely disabled due to their mental or physical health issues and no family members are able or willing to provide the care they need,” said Jenny.

She said handling conservatorship cases can be quite challenging as it

requires knowledge across a variety of fields including legal proceedings, finance, investment, estate planning, real estate and personal asset management, medical and mental health, case management, placement, benefits, investigation and administration, just to name a few. It also requires dedication, patience, a strong work ethic, attention to detail and a caring heart. “This is what I see in the support staff, estate administrative specialists, PG deputies, accounting staff, and our supervisors and managers,” said Jenny. “They love what they do and care deeply about the PG Office and conservatees we serve. PG Office is a great training ground for individuals who want to learn different skills. Currently, 50% of PG staff are newly-hired and have great



# Sheriff's Award for Correctional Health Services

The OC Health Care Agency's (HCA) Correctional Health Services (CHS) team was given the Orange County Sheriff's Department's (OCSD) Special Recognition Award by Sheriff Don Barnes. The award was presented during the Sheriff's annual recognition ceremony. CHS received the award for the work done by CHS staff in the jail system during 2019. The Sheriff said what makes the recognition of CHS unique is that the award is usually presented only to those in the OCSD. Recipients of the Recognition Award are selected using criteria that includes contributions to the OCSD operations, for their teamwork, quality of work, customer service and attitude toward the job.

In presenting the award, Sheriff Barnes and Commander Joe Balicki, Custody Operations Services, praised CHS staff for working, "shoulder to shoulder," in the jails alongside deputies. Sheriff Barnes said he is "proud of the partnership" between OCSD and CHS. "I could not ask for better partners," said Sheriff Barnes.

motivation to learn all the duties from a wonderful group of seasoned and knowledgeable staff, supervisors and managers."

Going forward, Jenny said skill-building for the workforce, leadership development, and succession planning will be critical priorities for the PG Office. She would also like to see more community outreach and education as well as better data and measurement on services to the community.



"We have a great partnership," said **Erin Winger**, Deputy Agency Director, CHS. "Our teamwork with OCSD is based on open communication, and a commitment to teamwork and quality. Our program is successful because of the dedication of each CHS team member, and the work they do on a daily basis to serve this vulnerable population. On behalf of CHS, we are thrilled and honored to receive this special recognition and honor from the Sheriff and OCSD."



# 5 Things You Need to Know About:

**1** The OC Health Care Agency (HCA) provides detailed information on COVID-19 on the dedicated HCA website at [www.ochealthinfo.com/novelcoronavirus](http://www.ochealthinfo.com/novelcoronavirus). Sections include information on: re-opening; schools; COVID-19 testing; guidance for health care workers, individuals and mental health; and a glossary of terms used on the dashboard which provides information on COVID-19 cases.

**2** The HCA website is available in several languages with the use of Google Translate, which is in the upper right corner. The website includes infographics, flyers and posters which can be printed, handed out, displayed or shared on social media. Many of the documents are available in languages other than English. There are documents tailored for residents; schools/kids; testing; and business owners/operators.

**3** There are two phone numbers dedicated to COVID-19 response. General questions about COVID-19 are answered by the OC COVID-19 Hotline team at 1 (714) 834-2000; the Health Referral Line answers medical questions at: 1 (800) 564-8448.

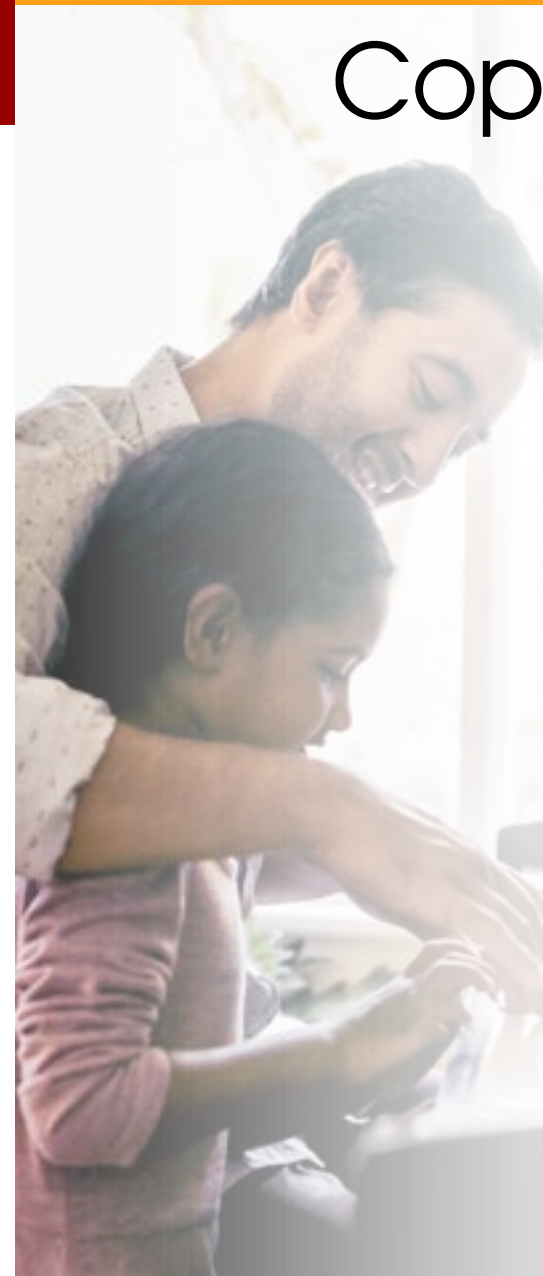
## BHS COVID-19 Response

Staff in Behavioral Health Services (BHS) are among OC Health Care Agency (HCA) personnel considered essential workers in the response to COVID-19. "Our teams show up and meet with clients daily throughout this pandemic, taking care of our most vulnerable in the community," said **Dr. Jeffrey Nagel**, BHS Deputy Agency Director. "BHS teams including Outreach and Engagement, Crisis Assessment Team (CAT) and our Crisis Stabilization Unit (CSU) have been meeting 7 days a week, with the CAT and CSU operating 24 hours a day. They are some of our front-line heroes." Dr. Nagel wanted to express his gratitude to BHS staff. "I have been extremely proud of the response by BHS personnel during the COVID pandemic and I cannot thank each person enough for their dedication and professionalism."

Without providing community-level interventions, the emotional impact of COVID-19 is predicted to be significant. By intervening now, there is an opportunity to address the emotional trajectory of this disease. BHS is using funds from the CARES Act (Coronavirus Aid, Relief and Economic Security) to reach out to the community with the following strategies to help flatten the emotional curve of COVID-19:

- Suicide Prevention Strategies
- Violence Prevention Strategies
- Youth Resilience Strategies
- Health Disparity Strategies
- Online Resources and Communication Strategies
- Telehealth Capacity Development Strategies

Cop



# COVID-19

**4** HCA releases ‘breaking news’ type of information about COVID-19, and other HCA-related events, on the HCA Facebook page [@OCHealthInfo](#) and the HCA Twitter account [@OCHealth](#). Posts related to COVID-19 include the hashtag #OCCOVID19. Members of the media are directed to email questions to: [HCAComm@ochca.com](mailto:HCAComm@ochca.com).

**5** The guidance on HCA’s website is provided in conjunction with our partners from the California Department of Public Health (CDPH) and the Centers for Disease Control & Prevention (CDC). The CDC’s website [www.cdc.gov](http://www.cdc.gov) coordinates the response across the country; the CDPH has two websites, [www.cdph.ca.gov](http://www.cdph.ca.gov) and [www.covid19.ca.gov](http://www.covid19.ca.gov).

## ing With COVID-19

Whether you are going into work, or working from home, the COVID-19 pandemic has probably changed the way you work. Fear and anxiety about COVID-19 and other strong emotions can be overwhelming, and workplace stress can lead to burnout. How you cope with these emotions and stress can affect your well-being, the well-being of the people you care about, your workplace and your community. During this pandemic, it is critical that you recognize what stress looks like, take steps to build your resilience and manage job stress and know where to go if you need help.

### Recognize the symptoms of stress you may be experiencing:

- Feeling irritation, anger or in denial
- Feeling uncertain, nervous or anxious
- Lacking motivation
- Feeling tired, overwhelmed or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating

### Know the common work-related factors that can add to stress during a pandemic:

- Concern about the risk of being exposed to the virus at work
- Taking care of personal and family needs while balancing work life
- Managing a different workload
- Feelings that you are not contributing enough to work, or guilt about not being on the frontline
- Uncertainty about the future and your safety

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# 5<sup>TH</sup> ANNUAL EMPLOYEE RECOGNITION SOAR

*Service and Compassion go a long way!*



**Stephani Bryson**  
Service Chief I



**Dr. Joanna Su**  
Correctional Physician

For the 5th year, the OC Health Care Agency (HCA) has presented the SOAR Awards (Service & Outstanding Achievement Recognition), in honor of employees who have distinguished themselves in their work. The theme this year is, "Service and Compassion go a long way!" Although the in-person presentation event was cancelled because of COVID-19, the HCA is proud to present the recipients of this year's SOAR Awards, which are grouped into two categories: the SERVICE award and OUTSTANDING ACHIEVEMENT. Nominees are chosen for their uniqueness in service and for making significant contributions to the HCA and the clients we serve. For more on the HCA's recognition programs, please visit <https://intranet.ochca.com/erp/>. For more on SOAR recipients, click [here](#).



**Jenifer Forester**  
Supervising Environmental Health Specialist



**Kiki Cason**  
Supervising Environmental Health Specialist



**Juan Corral**  
Administrative Manager I



**Kelley Ponce**  
Service Chief I



**Lena Chung**  
Comprehensive Care RN



**Mary Young**  
Administrative Manager I

**(Not Pictured)**

**Kerri Gardner**  
Program Manager

**Joan Villanueva**  
Support Services Manager



**Rhonda Folsom**  
Program Supervisor I



**Terri Williams**  
Sr. Public Health Nurse



**Evan Textor**  
Information Processing Technician



**Robyn Baran**  
Public Health Nurse





# County of Orange *Supports Breastfeeding*

**W**ithout a doubt, mothers who wish to continue breastfeeding while returning to work often encounter challenges. In fact, many moms who return to work stop breastfeeding at that point, although they express their desire to continue. In a 2019 survey of 1,000 working mothers, 66% had planned to continue to breastfeed or pump after returning to work; however, one-third of them reported that returning to work was the reason they stopped breastfeeding. Unsupportive work policies, lack of facilities and fear of scrutiny contribute to a working mother's decision to stop breastfeeding. Pumping at work also requires ample planning and preparation. Discussing the need to pump with one's supervisor, coordinating break times and having a suitable place to pump and store breast milk are some of the issues that need to be considered.

By implementing the Employee Lactation Accommodation policy, which was distributed to all County employees in March 2020, the County of Orange (County) provided support for breastfeeding by making it much easier for employees who return to work, to continue breastfeeding their babies.

The County of Orange recognizes that breast milk is the optimal food for growth and development of infants and is dedicated in the promotion of a work environment that supports breastfeeding. During this time of COVID-19, breastfeeding is strongly encouraged since breast milk provides antibodies to help babies fight infection

according to the American Academy of Pediatrics, which you can read about [here](#).

The County policy aligns with California Law Senate Bill 142 and defines the minimum requirements for lactation spaces, provisions for break time, and ensures that employees receive written information about their rights.



Staff from the OC Health Care Agency (HCA) WIC (Women, Infants & Children) Program and HCA Human Resources took immediate action and set the stage by turning an empty Human Resources office at 405 W. 5th Street into an inviting lactation room for use by County employees.

The policy is managed and maintained by Human Resource Services. To learn more about breastfeeding or lactation accommodation please visit:

#### **California Department of Public Health**

<https://www.cdph.ca.gov/Programs/CFH/DMCAH/Breastfeeding/Pages/General.aspx>

#### **California Breastfeeding Coalition**

<http://californiabreastfeeding.org/breastfeedingrights/current-legislation/sb-142-employees-lactation-accommodation/>

#### **US Department of Agriculture WIC Breastfeeding**

<https://wicbreastfeeding.fns.usda.gov/>

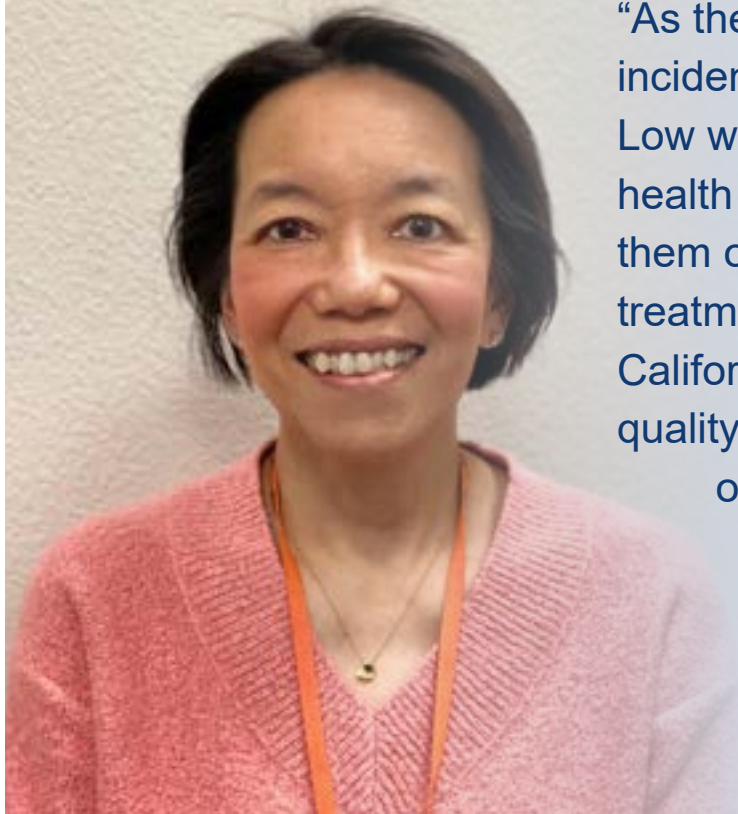


## Manager of the Year

“I nominated Darwin as ‘Manager of the Year’ because of his dedication to service, his commitment to mentor and lead EH staff, and to recognize his contributions to the environmental health field. Now those outside EH recognize that, too.”

**Christine Lane**, Environmental Health Director

## Tuberculosis Elimination Champion



“As the TB Controller of a high incidence county in California, Dr. Low works tirelessly to engage local health care providers and educate them on latent TB testing and treatment. In partnership with TB Free California, she has helped established quality improvement projects focused on latent TB treatment at two clinic sites in Orange County. She is a leader in TB prevention in California.”

**Mike Carson**, Clinical Services Division Manager

**Darwin Cheng**, Assistant Director, Environmental Health (EH), has been selected as “Manager of the Year” by the California Conference of Directors of Environmental Health. The award was established in 1998 to promote and support the development of managers and future managers. It’s named after former Orange County (OC) EH Director Robert (Bob) E. Merryman who led EH from 1981-1996.

“I am truly honored and humbled to be the recipient of the Bob Merryman award,” said Darwin. “I want to thank EH Director **Christine Lane** who believes in me and who leads by example. I am very fortunate to learn from a great leader.” Darwin explains his management

philosophy, “I believe that nothing substitutes for hard work. I have also learned from Christine that we need to be good listeners.”

Darwin is only the second EH staff member to receive the Bob Merryman award. (Patti Henshaw received the Award in 1999.) During his 3-decade career with EH, Bob was known as an exceptional leader for advancing the cause of environmental health and safety. Bob was well respected by his peers both locally and throughout the state and was one of the pioneers in the Environmental Health profession. The award was named after Director Merryman to recognize one’s leadership, work ethic and contributions to the field of Environmental Health.

For the first time ever, the Centers for Disease Control and Prevention (CDC) has recognized a member of the OC Health Care Agency (HCA) with its Tuberculosis (TB) Elimination Champion Award. The award recognizes the work and commitment that individuals and agencies perform, to end TB in their communities. **Dr. Julie Low**, TB Controller for Public Health Services (PHS) Pulmonary Disease Services (PDS) received the CDC’s recognition in keeping with March’s World TB Day theme “It’s Time!” to End TB.

“I was extremely humbled by the award,” said Dr. Low. “It has been a great privilege to work with the TB Community for the past 20 years.

There are wonderful people that are so knowledgeable and kind at the local, state and national level.”

She highlighted the work PDS is doing at the Nhan Hoa Clinic and University of California, Irvine, Main Street Clinic. “We are encouraging health care providers at these clinics to test and treat patients at risk for latent TB infection (LTBI), so they do not become ill with TB disease and spread the disease to their family and the community,” said Dr. Low. “Testing for and treating LTBI will help us eliminate TB in the US and we need our community health care providers to assist us, as our clinic would never be able to do this alone.”

## Peer-to-Peer

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she’s approachable and patient; and she does everything within deadlines while keeping a positive attitude. Norma said she’s equally inspired by her co-workers. “EH is really like a family. I have made a lot of great friends and I love seeing how everyone comes together in times of need.”

Norma started with EH as an Office Technician in 2008. She enjoys the challenge of keeping herself up-to-date and knowledgeable about the many EH programs, which she readily shares. “I enjoy teaching others what I know. I want to make sure the quality of not just my work, but my co-workers is the best. So knowing that they feel comfortable coming to me for any kind of help or training, motivates me to do more and to learn more.”

Born and raised in Garden Grove, Norma said she’s busy now with her daughter, age 6, and her two boys, ages 4 and 12. “We can’t wait for baseball to return because I love cheering on my sons who play. Now we are looking forward to school re-opening after adjusting to virtual learning when school began.”



# Homeless Navigation Center

*in Huntington Beach*



OC Health Care Agency (HCA) staff were among County agencies that joined Chairwoman of the Orange County Board of Supervisors Michelle Steele and a collection of elected City of Huntington Beach and State representatives, at the groundbreaking for a Navigation Center to serve those experiencing homelessness in Huntington Beach.

“The County is working with the City of Huntington Beach to bring up the sprung structure,” said **Jason Austin**, Director, Office of Care Coordination with the HCA.

## Juvenile Health Services

# Influenza Awards



“It’s a prefabricated structure, known as a ‘sprung tent’ which is a fabric held by tension. It’s faster to build than a permanent structure.”

The center is located between Cameron Lane and Beach Boulevard and will be the City of Huntington Beach’s first homeless shelter. The concept of using a temporary structure, combined with services and support to meet needs, is being hailed as “nimble, flexible, and above all, innovative, as part of the overall homeless response to COVID-19,” by County of Orange leaders. “The City of Huntington Beach is a great partner in our efforts against homelessness,” said Jason. “Before the Navigation Center, the City stepped up to participate in Project Roomkey. We are grateful for their courage and compassion.” The Navigation Center will be operated by Mercy House.

◀ (L-to-R): Jason Austin, Office of Care Coordination; Chairwoman Michelle Steele, OC Board of Supervisors; Tim Corbett and Jim Treadway OC Public Works.

Congratulations to Correctional Health Services (CHS) Juvenile Health Services (JHS) team for receiving two honors! Staff in Juvenile Hall, Youth Leadership Academy and Youth Guidance Center received the Influenza Excellence Awards from the California Department of Public Health (CDPH) Immunization Branch and the California Vaccines For Children (VFC) Program.

JHS staff received the first VFC award, which is given to participating VFC clinics that met their flu goals by ordering 90% to 100%+ of their designated flu target for 2019-20; and the second award, which is given for participating VFC clinics that showed an improvement in ordering flu vaccine by 30% or more from the previous year, bringing them closer to their target goal.

“We are proud of the recognition from the VFC program,” said **Stacey Northcutt**, JHS Program Manager. “This recognition shows the importance of vaccinating children in helping to protect and prevent influenza and now with COVID-19, the importance of receiving the flu vaccine is even greater.”

# Check the Employee Directory App

If you haven’t checked your information on the OC Health Care Agency (HCA) Employee Directory application, you might want to do so. You can verify if your information is correct and update it as needed. The application allows users to search for HCA staff by name, partial name, building or program. If you click on a name, the person’s contact information pops up. The information includes phone number(s), email, job title, supervisor’s name and office location. If you click on the staff member’s email address, it launches your Microsoft Outlook email client, enabling you to send a message to that employee. “The application is intuitive and we’re open to any suggestions HCA staff might have for enhancements,” said **Douglas Phan**, Information Technology (IT) Manager.

The application was created in-house by HCA IT. “Something like this normally takes about six months,” said Douglas, “but this was done in two and a half months thanks to the efforts of many, particularly **Nhue Luong**, IT Applications Developer II, who deserves special credit for his work.”

The names and other contact information used in the application were originally compiled by **Suzi Ganey**, HCA Director Executive Secretary (retired). She collected contact information from staff during her career and stored them in a Word document, where the document grew to over 150 pages.

Making sure your information is correct will help ensure the directory is accurate. You can find the HCA Employee Directory [here](#).



# Flu Shot & COVID-19 Testing



Free flu vaccinations and COVID-19 tests are available for OC Health Care Agency (HCA) employees.

This year because of

COVID-19, HCA Director and

County Health Officer **Dr. Clayton Chau** requires all HCA employees to either: have a flu vaccine before returning to work on Monday, November 16, 2020; or to have a waiver. For a list of County locations where flu vaccinations are offered, and when, please visit

[ochealthinfo.com/getyourflushot](https://ochealthinfo.com/getyourflushot).

For COVID-19, HCA offers the PCR (polymerase chain reaction) test. As a health care and essential worker you're asked to schedule a COVID-19 PCR test appointment through Employee Health Services (EHS) even if you do not have symptoms (asymptomatic). There's a convenient, appointment only, drive-thru testing site at the Santa Ana Civic Center Garage (445 W. Civic Center Drive), on Tuesday afternoons and Thursday mornings. It offers both COVID-19 PCR tests on Tuesdays and Thursdays and the flu vaccination on Mondays and Wednesdays. You can also receive a free COVID-19 PCR test at one of the super sites at either the Anaheim Convention Center, West Street Entrance or the Costa Mesa Fairgrounds, Gate #4 on Arlington Drive.

## Coping With COVID-19

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- Learning new communication tools and dealing with technical difficulties
- Adapting to a different workspace and/or work schedule

## Tips to build resilience and manage job stress

1. Communicate with your coworkers, supervisors and employees about job stress while maintaining physical distancing (at least 6 feet).
  - Identify things that cause stress and work together to identify solutions
  - Ask about how to access behavioral health resources in your workplace
2. Identify those things which you do not have control over and do the best you can with the resources available to you.
3. Increase your sense of control by developing a consistent daily routine when possible — ideally one that is similar to your schedule before the pandemic.
  - Keep a regular sleep schedule
  - Take breaks from work to stretch, exercise, or check in with your supportive colleagues, coworkers, family and friends
4. Know the facts about COVID-19. Be informed about how to protect yourself and others. Understanding the risk and sharing accurate information with people you care about can reduce stress and help you make a connection with others.
5. Remind yourself that each of us has a crucial role in fighting this pandemic.
6. Remind yourself that everyone is in an unusual situation with limited resources.
7. Take breaks from watching, reading or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting.
8. Connect with others. Talk with people you trust about your concerns, how you are feeling, or how the COVID-19 pandemic is affecting you.
  - Connect with others through phone calls, email,



Making the COVID-19 PCR tests available, along with the yearly influenza vaccines, took a rapid-response and team effort by Employee Health Services (EHS) staff. “I’m extremely proud of everyone in EHS for bringing these services to HCA and the entire County of Orange family,” said **Steve Thronson**, Deputy Agency Director, Medical Health Services (MHS). “We also appreciate the partnership of Public Health Services in making these important services available.”

A yearly flu shot is the best way to avoid the flu and the serious health risks that come with it, especially in young children, pregnant women, the elderly and those with medical conditions that put them at risk. Contrary to a common myth, the flu vaccine **does not** cause the flu. The flu vaccine is preservative free and protects against 2 strains of influenza A and 2 strains of influenza B.

To help prevent the spread of the flu and many other infections, please take these precautions:

- Wash your hands frequently with soap and water.
- Use an alcohol-based hand cleaner.

- Don’t forget to cover your mouth and nose with a tissue when you cough or sneeze.

If you have any questions, please contact Employee Health Services at [EHS@ochca.com](mailto:EHS@ochca.com), or call (714) 565-3780.

For other flu vaccination resources, talk to your health care provider or visit <https://vaccinefinder.org/find-vaccine>.



text messages, mailing letters or cards, video chat and social media

- o Check on others. Helping others improves your sense of control, belonging and self-esteem. Look for safe ways to offer social support to others, especially if they are showing signs of stress, such as depression and anxiety
9. If you feel you may be misusing alcohol or other drugs (including prescription drugs) as a means of coping, reach out for help.
  10. If you are being treated for a behavioral health condition, continue with your treatment and be aware of any new or worsening symptoms.

### National Suicide Lifeline

- o Toll-free number 1 (800) 273-TALK (1-800-273-8255) 24/7
- o The Online Lifeline Crisis Chat is free and confidential
- o Online chat <http://didihirsch.org/chat/>  
You’ll be connected to a skilled, trained counselor in your area.

### National Domestic Violence Hotline

- o Available 24/7 En Español

- o Call 1(800) 799-SAFE (7233) and TTY 1(800) 787-3224

### The OC WarmLine

- o Available 24/7
- o Call or Text: (714) 991-6412 (Toll Free: 877-910-9276)
- o Live Chat available at [namioc.org](http://namioc.org)

### Disaster Distress Helpline

- o Available 24/7
- o Call 1 (800) 985-5990 and TTY 1 (800) 846-8517
- o Text: “TalkWithUS” to 66746 (Spanish: “Hablamos”)

### OC Health Care Agency Employee Assistance Program

- o (800) 221-0945 (TTY: 711)
- o [www.resourcesforliving.com/](http://www.resourcesforliving.com/)  
Username: Orange County ca, Password: eap

### Behavioral Health Services Disaster Response Team

<https://www.ochealthinfo.com/bhs/disaster>  
[BHSDisasterResponse@ochca.com](mailto:BHSDisasterResponse@ochca.com)  
 Information also available at:  
<https://www.cdc.gov/coronavirus/2019-ncov/community/mental-health-non-healthcare.html>



# ZEST For Health

## A Nice Trick for a Healthy Treat

Craving something sweet? With so many healthy snack options out there, the trick is to find your favorite fruits and/or vegetables to make delicious recipes that you'll enjoy. Snacks and sweets make up almost one-third of our added sugars. Added sugars don't provide any health benefits, but they increase your risk of obesity and cardiovascular disease.

Snacks such as fruit skewers, frozen grapes, oatmeal and low-fat yogurt, banana nut butter roll-ups, and air popped popcorn with dried fruit pieces are filling and loaded with nutrients. You can satisfy your sweet tooth without all the added sugar by making these strawberry yogurt pops:



## Strawberry Yogurt Pops

### Ingredients:

- 1 cup low-fat strawberry yogurt
- 6 strawberries, chopped

### Directions:

1. Mix 1 cup low-fat strawberry yogurt with 6 chopped strawberries.
2. Use an ice tray or paper cups as a mold, and pour in yogurt mixture.





# Leveraging Your Benefits



If you're looking for a new bank or credit union, the County of Orange lists the Orange County Credit Union (OCCU) as an institution for you to consider. The Santa Ana-based financial services provider was named the third best credit union in California last year, in the Forbes' Best-In-State Credit Unions list.

The OCCU offers a range of services including checking, savings, loans, insurance and investments. Their website contains information and articles on a variety of topics including [home-buying](#), ways to [improve your credit score](#) and even [5 Myths about Tires](#). You can visit their website here [www.orangecountyscu.org](http://www.orangecountyscu.org).

Membership to the OCCU is open to anyone who lives or works in Orange, Los Angeles, Riverside and San Bernardino Counties.

*Information in "Leveraging Your Benefits" is to make you aware of benefits available to you as a County of Orange employee. This is not an endorsement of any program.*

The screenshot shows the Orange County Credit Union website. At the top left is a 'MENU' icon. The logo for 'ORANGE COUNTY'S CREDIT UNION' is in the center, with the tagline 'with you all the way'. On the right, there are search and location icons. The main banner features a photo of a woman and a child, with the text 'YOUR FAMILY CAN BANK WITH US' and 'Explore the perks of Not-for-Profit Banking'. A 'Join the Credit Union' button is visible. To the right is an 'ONLINE BANKING' login form with fields for 'Username' and 'Password', a 'SIGN IN' button, and links for 'Business & Trust or New Enrollment' and 'Forgot Username or Password?'. Below the banner are five service icons: 'AUTO LOANS' (car), 'CREDIT CARDS' (card), 'PERSONAL LOANS' (group of people), 'HOME LOANS' (house), and 'CHECKING' (checkbook). At the bottom, there are three images: a blue car, a beach scene with lounge chairs, and a 'HOME SOLD' sign.

- Cover tray or cups with plastic wrap or tin foil, then add craft sticks.
- Freeze about 4 hours or until firm.

For more ideas visit: <https://healthysnackday.com/recipe-finder>.





**DRIVE FOR SUCCESS**

# Accessory Drive

in Support of Working Wardrobes Clients

**GIVING GUIDELINES:**

- All types of men’s and women’s accessories needed.
- Casual and professional, classic and funky.
- Accessories must be in good condition.
- Tax receipts available.

**EXAMPLES INCLUDED:**

- Handbags
- Jewelry
- Shoes
- Wallets
- Belts
- Scarves
- Watches
- Ties
- Cufflinks



At Working Wardrobes we do everything in our power to help men, women, young adults and veterans overcome difficult challenges, so they can achieve the dignity of work.

[www.workingwardrobes.org](http://www.workingwardrobes.org)

**Collection dates/times:** Monday, October 5 through Friday, October 16, 2020

**Drop Off Location:** 405 W. 5<sup>th</sup> Street, Second Floor, Santa Ana 92701

**Company Contact:** Jean Brayer (714) 290-6097

\* Working Wardrobes appreciates all donations; however, due to our limited resources, we are unable to repair or press donated clothing. In keeping with our commitment to serving clients in an environment of dignity and respect, we ask that you support us by donating gently loved items ONLY, that are clean and on hangers. "THANK YOU!"



## MISSION

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- Prevention and education
- Treatment and care



## Connect with Us



The **What's Up** newsletter is created and distributed monthly by HCA Communications. We welcome your ideas, input and/or insight into HCA people and programs. To contribute, comment or connect please email us at [hcacomm@ochca.com](mailto:hcacomm@ochca.com) or call (714) 834-2178. Thank you!