



Date: 12/31/2016

Updated: 12/31/2021

Date To Be Reviewed: Three Years – 12/31/2024

Title of Document: 4.5 LOPR_ Workforce Health and Wellness Program

Lake Oswego Parks & Recreation (LOPR) participates in the City of Lake Oswego Health and Wellness Program for employees. The Health and Wellness Program includes several facets of benefits available to the workforce as outlined in Human Resources Personnel Policies and the Human Resources private pages on the internet.

The City of Lake Oswego Employee Wellness Program is coordinated by the City’s Wellness Committee consisting of staff members from various Departments within the City. The group meets quarterly and plans and implements one to three events annually. Event examples are Wellness Bingo, Leave a Leaf, LO in Motion, National Employee Health and Fitness Day and the Health and Wellness Fair. In addition, the City’s Benefits Committee meets 4 times per year to report on and discuss utilization of the health and wellness offerings from the previous time period.

The City also provides the benefit of resident pricing for LOPR activities and events to those employees whose domicile is not Lake Oswego. Refer to B. LOPR activities address physical, emotional, spiritual, intellectual, social and environmental health and wellness under the [Living Well in LO, Powered by Parks & Recreation](#) initiative.

A. Personnel Policies (PP):

1. A generous benefit package that includes Medical, Dental and Vision benefits as well as flexible savings and spending accounts and health fitness membership discounts.
2. An Employee Assistance Program provided by Uprise Health that provides a monthly newsletter, coverage for 6 sessions per incident per year, referrals for child, family, adult and elder, and referrals for legal consultations and identity theft.
3. HR Personnel Policies Section 4 Benefits
 - PP 4-3 – Family and Medical Leave Act (FMLA)
 - PP 4-4 – Leaves of Absence: Sick Days, Bereavement Leave, Personal Leave
 - PP 4-5 – Health Insurance (as described in Item 1.)
 - PP 5-1 – Employee Safety and Health
 - PP 5-2 – Alcohol & Drug Testing: Confidentiality, Rehabilitation Options



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B. Excerpt from 6.1.1.A LOPR Resident/Non-Resident Policy for Recreation Programs that identifies resident rates for non-resident employees.

E.) Resident rate available to City of Lake Oswego employees as a Health and Wellness benefit:

- The City of Lake Oswego is committed to the health and well-being of its employees. The City offers resident rates to City employees and family members in the same household for any Lake Oswego Parks & Recreation (LOPR) activity. Employees interested in registering for activities and using the resident rates should contact the LOPR registrar at 503-675-2549.

C. Benefits Committee Meetings and Utilization

Below is are excerpts from the April 28, 2022 (covers January – March 2022) and January 20, 2022 (covers 2021) Benefits Committee meetings respectively that identify EAP utilization for January through March 2022 and all of 2021.

- **Employee Assistance Program Utilization**
 - Data reviewed from January through March 2022.
 - 10 cases in this time with 50 total services. 75% were from employees and 25% from spouses
 - 15.6% utilization (Uprise calculates this as the total services divided by number of employees)
 - 52% were digital self-services. 48% were counseling services of which 50% were anonymous via chat and 50% were telephonic.
 - It was brought up that in general, there is a labor shortage in EAPs. This causes delays for members to get through to someone.

- **Employee Assistance Program Utilization**
 - Rebranded to Uprise Health
 - Data reviewed for the 2021 calendar year
 - 94 cases in this time with 132 total services
 - 41% utilization (Uprise calculates this as the total services divided by number of employees)
 - Top issues were relationships, child/family, and emotional/psychological
 - October, July, and August were the top utilized months

 - 63% of services were provided face-to-face, 16% via telephone, and 14% via chat
 - JT shared that since the rebrand/switch over, his members have communicated that the EAP staff is less helpful than in the past (less personable, less helpful in navigating questions, and for Police and Fire specifically there used to be a first responder group they could go to)
 - Uprise Health had shared there were some delays, but there has not been communication on any service issues. Gallagher will look into this feedback.

Sources:

Private Pages, HR Personnel Policies Benefits and Benefits Committee



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Related Documents:

- City of Lake Oswego Benefit Guide
- Employee Assistance Program Brochure
- Health Fitness Membership Information
- 6.1.1.A LOPR_Resident/Non-Resident Policy for Recreation Programs

Responsibility/Contacts: Director, Deputy Directors, HR Manager, Administrative Assistants