WorkWell Health and Well-being Resource Directory 2024

An inventory of the landscape of USC’s faculty and staff health and well-being resources. This collection of resources highlights the collaboration and partnership networks throughout USC in support of USC’s mission and Unifying Value of Well-being.
# Table of Contents

**Introduction** ............................................................... 3

**Physical Well-being** ................................................ 4
1. Health and Medical Plans ........................................... 4
2. Healthy Lifestyle/Chronic Condition Management Programs .............. 4
3. Tobacco Cessation ...................................................... 6
4. Preventive Exams .......................................................... 7
5. OBGYN ........................................................................ 7
6. Fitness and Nutrition ....................................................... 8

**Emotional Well-being** .................................................. 10
1. Mental Health Resources ............................................... 10
2. Behavioral Health Coverage (Faculty/Staff) .................................. 12
3. Work-life Integration ....................................................... 13
4. Marital and Couples Counseling .......................................... 14
5. Wellness Resources .......................................................... 15

**Social and Community Well-being** .................................. 16
1. Community Engagement ................................................ 16
2. Campus Engagement ....................................................... 17
3. Diversity, Equity, and Inclusion .......................................... 17
4. Social Support ................................................................. 18

**Purpose and Spiritual Well-being** ................................... 19
1. Mindfulness and Meditation ............................................. 19
2. Prayer and Reflection ....................................................... 20
3. Arts and Creativity ........................................................... 20
4. Sense of Purpose and Belonging ......................................... 20
5. Spirituality ................................................................. 20

**Environmental and Sustainability Well-being** .................... 21
1. Childcare ................................................................. 21
2. Eldercare .................................................................. 21
3. Ergonomics ................................................................. 22
4. Community ................................................................. 22
5. Built Environment ......................................................... 23
6. Sustainability ................................................................. 24

**Occupational and Intellectual Well-being** ........................ 25
1. Professional Development .............................................. 25
2. Coaching .................................................................. 26
3. Intellectual Growth ....................................................... 26
4. Confidential and Independent Resources .................................. 26

**Financial and Legal Well-being** ........................................ 27
1. Flexible Spending Accounts (FSA) .................................... 27
2. Money Management Tools ................................................ 27
3. Tuition Assistance ......................................................... 27
4. Credit Union ............................................................... 28
5. Retirement ................................................................. 28
6. Perks and Discounts ....................................................... 28
7. Financial Wellness Classes .............................................. 28
8. Legal Insurance ............................................................ 28

**Safety, Support, and Compliance Well-being** ...................... 29
1. Campus Support and Intervention ....................................... 29
2. Campus Public Safety ..................................................... 29
3. Office for EEO-TIX .......................................................... 30
4. Environmental Health and Safety ....................................... 30

**Contact Information** .................................................... 31
Introduction

The purpose of the USC Health and Well-Being Resource Directory is to support the health and well-being of USC faculty and staff and create awareness, education, connection, and engagement with the resources offered at USC. Supporting the faculty and staff experience around health and well-being will lead to a more productive, healthy, engaged, and resilient workforce.

The USC WorkWell Center created this resource directory, an inventory of the landscape of USC’s faculty and staff health and well-being resources. This collection of resources highlights the collaboration and partnership networks throughout USC in support of USC’s mission and Unifying Value of Well-being. An abundance of valuable resources, expertise, and assets exist throughout USC. The goal of this document is to align, integrate, and compliment health and well-being supports from every angle of our campus community, bringing it all together into one guide. All through this guide, there are cardinal-colored, clickable hyperlinks which serve to direct the reader to the respective website for additional information. This guide highlights resources focused on eight well-being domains.

Physical well-being entails the balance of nutrition, physical activity, and routine medical care. It focuses on habits and behaviors that reduce risk of illness and improve quality of life.

Emotional well-being encompasses the awareness of everyday feelings and emotions, both positive and negative, and learning to cope with the challenges life brings. Furthermore, it involves self-esteem, self-acceptance, optimism, and the development of inner resources to learn and grow from experiences.

Social/community well-being involves the development and maintenance of positive relationships with friends, family, coworkers, and the larger community. It fosters social support, self-esteem, emotional resilience, and conflict management.

Purpose/spiritual well-being encompasses the values, principles, morals, and beliefs that guide our actions. It allows us to create meaning to life events and to find our purpose in life.

Environmental/sustainability well-being embodies living in harmony with our social and built environments, emphasizing the connection between our surroundings and our well-being, and allowing for healthy areas in which to work, live, and play.

Occupational/intellectual well-being involves preparing and making use of skills and talents in order to gain purpose, happiness, and enrichment. Intellectual stimulation and career fulfillment support a positive attitude, satisfaction, and pleasure in employment.

Financial/legal well-being entails the financial literacy (knowledge of financial matters), the ability to manage money effectively, and plan for a fiscally sound future. Legal well-being involves having knowledge of and access to resources to support legal issues (i.e., estate planning, wills, divorce, custody, etc.).

Safety, support, and compliance well-being refers to the individual and organizational practices and policies that promote optimal health and productivity, limit hazards, and mitigate crises.

We hope you will find this resource guide useful and take advantage of the many resources available for you to improve your individual and collective health and well-being. To add resources, please contact our Health and Well-being team at WorkWell@usc.edu.
Physical Well-being

Physical well-being entails the balance of nutrition, physical activity, and routine medical care. It focuses on habits and behaviors that reduce risk of illness and improve quality of life.

1. Health and Medical Plans

USC’s comprehensive health plans provide quality care options focused on preventive health care and treatment. Plans include health insurance, dental, vision insurance, and prescription drug coverage.

Medical plans:
- USC Trojan Care EPO
- USC PPO
- Anthem HMO
- Kaiser HMO

Dental plans:
- Delta Dental PPO
- United Concordia DHMO

Vision plan:
- Vision Services Plan (VSP)

All of USC’s medical plans provide the following:
- Access to top-quality providers
- Preventive care at no cost to you
- Effective coordination among providers
- Limits on out-of-pocket expenses
- Coverage for prescription drugs, behavioral health and substance abuse services, and out-of-network emergency care

Visit the Employee Gateway Benefits Page for more information on benefits for the Las Vegas location.

2. Healthy Lifestyle/Chronic Condition Management Programs

Healthy Choices Incentives and Offerings

Healthy choices incentives are designed to encourage employees to take an active role in their health care, help USC provide health resources that best support employees, and help them save money.

Lifestyle Redesign

The USC Occupational Therapy Faculty Practice provides Lifestyle Redesign interventions for USC employees in person and via telehealth. In working with an occupational therapist in Lifestyle Redesign, employees have the opportunity to address their physical and mental health in a supportive environment. Lifestyle Redesign occupational therapists engage clients in goal setting, problem solving, and self-analysis so they can create habits, routines, and an overall lifestyle that is customized to their personal needs and preferences. Topic areas include time management, lifestyle balance, sleep hygiene, healthy coping, and more.

These services are covered by the USC Trojan Care EPO and USC PPO plans as well as most PPO plans and Medicare.
Lifestyle Redesign programs include:

- ADHD
- Autism Spectrum Disorder
- Chronic Headaches
- College Students
- Diabetes Management
- Epilepsy
- Ergonomics
- Gender Care
- Hand and Upper Extremity
- Health Coaching
- Hypertension
- MCAS and Dysautonomia
- Mental Health
- Multiple Sclerosis
- Neurological Conditions
- Oncology
- Pain Management
- Parkinson’s Disease
- Smoking Cessation
- Weight Management

If you are experiencing challenges in managing your physical health, mental health, and/or daily routines, please call the OT Faculty Practice at (323) 442-3340 or email otfp@med.usc.edu.

**USC Physical Therapy**

Are you striving to live a healthier life, achieve fitness goals, or address health challenges? If so, please contact us at one of following locations.

**Health Sciences Campus**
(323) 865-1200
uscptHRA@med.usc.edu

**University Park Campus**
(213) 740-0215
uscptUPC@med.usc.edu

**Keck HC2**
(323) 442-6050
Keck (323) 442-8850

Our clinical faculty are leaders and experts within physical therapy, actively collaborate with other health providers, and provide personalized one-on-one evaluation and treatment sessions. Please click on any of the links below to learn about some areas of specialty practice.

- Cancer Care
- Concussion
- COVID Recovery Clinic
- Dizziness and Balance
- Facial Nerve Disorders
- Headache and TMJ Management
- Heart and Lung Care
- Neurologic Rehabilitation
- Orthopedic Rehabilitation
- Pain Management
- Pelvic Health
- Performing Arts Rehabilitation
- Sports Rehabilitation
- Wound Management

**Livongo Diabetes Care**

**USC PPO and USC Trojan Care EPO members only**

Plan members have free access to diabetes management benefits through Livongo. Livongo combines advanced technology with coaching to support you and/or family members with diabetes. Benefits include:

- Connected, real-time meter that uploads your blood glucose readings
- Personalized insights with each reading
- Coaches — certified diabetes educators — available via phone, text, and mobile app to offer nutrition and lifestyle guidance
- Unlimited strips and lancets at no cost to you
- Enroll now and have a welcome kit shipped to your door at no cost
- More details are available [here](#)

Register at: [www.join.livongo.com/USCTROJANS/hi](http://www.join.livongo.com/USCTROJANS/hi) or call (800) 945-4355 with code: USCTROJANS

Questions? Contact Livongo at membersupport@livongo.com or (800) 945-4355.
Lark
Anthem HMO and MyChoice Anthem HMO members only
A personal diabetes prevention coaching program focused on helping you improve your health. Learn if you are at risk for prediabetes by taking a quick one-minute survey visiting the Lark website. Anthem HMO and MyChoice Anthem HMO members can participate in this program at no extra cost.

Healthy Lifestyle Programs
Kaiser HMO members only
Healthy lifestyle program offerings consist of personalized, online programs to help you create an action plan to reach your health goals. Topics include eating healthy, losing weight, sleeping better, and more. Kaiser HMO members can participate in this program at no extra cost.

3. Tobacco Cessation
For faculty, staff, or students who wish to quit, the following are a list of resources to help.

USC Premier Care
USC Premier Care is a no-cost Tobacco Cessation Program for faculty and staff who want to take steps toward a healthier, nicotine-free life. USC Premier Care works in partnership with USC Pharmacies and Occupational Therapy departments to support your success.

USC Occupational Therapy
USC Occupational Therapy Faculty Practice’s Lifestyle Redesign for Smoking Cessation helps people through the process of quitting by creating health-promoting habits and routines. This service is also available to USC students, and is a covered benefit of the Student Health Insurance Plan (SHIP).

Additionally, if you would like to seek tobacco and smoking cessation help through USC medical insurance providers, please visit your health plan insurance resource link for more information below.

USC PPO and USC Trojan Care EPO
Participants may enroll in up to two tobacco cessation programs per calendar year. Tobacco cessation medications are covered under the Prescription Drug program.

The USC Trojan Care EPO Plan pays 100% of the cessation program.

For Tier 1 and Tier 2 providers in the USC PPO, the plan pays 100% of the cessation program, and 50% of usual and customary rate after deductible for Tier 3 providers.

Anthem HMO (non-union) and Anthem MyChoice HMO (union – Keck/Norris)
Free-of-charge tobacco cessation programs or counseling and intervention services as part of a full physical exam or periodic checkup

Prescription drugs to help stop smoking or reduce dependence on tobacco products, as well as over-the-counter nicotine replacement products (limited to nicotine patches and gum) are covered as preventative care services when obtained with a doctor’s prescription.

Kaiser Permanente
Free-of-charge smoking cessation counseling and medications. Contact Kaiser for more information.
4. Preventive Exams

USC’s comprehensive health plans provide quality care options focused on preventive health care and treatment. Preventive Exams and medications are often offered at no-cost. More information can be found below:

- **USC Trojan Care EPO**
- **USC PPO**
- **Anthem HMO**
- **Kaiser HMO**

**USC Premier Care**

*USC PPO and USC Trojan Care EPO plan members*

USC Premier Care is a no-cost care management service available to USC Trojan Care EPO USC and USC PPO plan members. Your physician can refer you to the program, or you may contact them directly at (833) 726-8773 (M-F, 8 a.m. - 5 p.m.). The Premier Care team tailors services to each patient, collaborating with your physician and clinical staff to help you reach important health milestones. They also help with scheduling appointments, wellness services, medical management, community services support, health education, and care transitions when you are hospitalized, as well as annual cancer screening and clinical programs for issues like hypertension and diabetes. Learn more with the factsheets below:

Available preventive screening programs:
- **USC Premier Care introduction**
- **USC Premier Care – primary care**
- **USC Premier Care – cancer screening**
- **USC Premier Care – hypertension**
- **USC Premier Care – diabetes**

5. OBGYN

**Pregnancy Time Off**

Expecting mothers may be eligible to take up to 28 weeks off due to the birth of a newborn, though it may not be all paid time.

**Nurturing Together – USC PPO and USC Trojan Care EPO**

Nurturing Together provides you with access to prenatal nurses and their expertise in the care of parents and newborn babies. Your prenatal nurse remains available to you throughout your pregnancy and six weeks postpartum to assist you in obtaining the information and care you need, such as:

- Pregnancy and newborn baby care
- Support for pregnancy-related issues (nausea, vomiting, diabetes, high blood pressure)

- Finding network providers (obstetrician and/or pediatrician)
- General parent health topics
- Community resource referrals
- Obtaining a breast pump
- Lactation consultant support

Contact HealthComp at 1-800-442-7247 ext. 2419 or CareManagement@HealthComp.com for more information.

**USC Physical Therapy**

At USC Physical Therapy, we are experts in pelvic health. Whether you are experiencing bowel or bladder incontinence, pelvic pain, or having issues pre/peri/post-partum, our physical therapists are here to help. Please contact us at one of the following locations:

- **Health Sciences Campus**
  (323) 865-1200
  uscptHRA@med.usc.edu
- **Keck** (323) 442-8850

- **University Park Campus**
  (213) 740-0215
  uscptUPC@med.usc.edu

For additional details, visit our website: [Pelvic Health](#)
6. Fitness and Nutrition

**WalkUSC**
WalkUSC is an on-campus and remote program led by volunteer faculty and staff aimed at creating a culture of movement and social connection through group activity. If you’re looking to improve your health, get outside, and connect with colleagues across campus and remotely, consider joining a weekly event to walk, roll, or move in any way you prefer with WalkUSC!

For more information and to view the master schedule of walks, visit the [website](#).

**Power of Vitality**
Vitality is an interactive and personalized wellness program. USC has partnered with Vitality to provide a Health Assessment Incentive program offered for all benefits-eligible employees. Gain a healthy new perspective and qualify for up to $480 a year on your USC enrolled medical plan. USC is here to support employees on their journey to better health. Whether you want to eat healthier foods, boost your activity, or manage your stress — we are committed to helping you build healthy habits by offering programs and resources designed to help you reach your health goals.

**Fitness Incentive Program**
Do you have a gym membership? Take fitness classes? Work with a personal trainer? Play on a sports league or team? Use a fitness device? The Fitness Incentive Program helps you save money on your healthy lifestyle choices by reimbursing you for many of the most common health and fitness services and activities — up to $220 for 2024. Please register [online](#) or call WageWorks to check eligibility.

Here’s how it works. You pay fitness expenses as you would normally, save the receipts, and then file a claim at the WageWorks/Health Equity [website](#) (if you have a flexible spending account, this is the same login). Your reimbursement will take one to two pay cycles to be automatic processed, and you must be employed to receive the reimbursement.

**USC Physical Therapy**
Our outpatient physical therapy clinics are conveniently located at both the Health Sciences and University Park Campuses to serve faculty, staff, and students. We offer personalized one-on-one physical therapy evaluation and treatment sessions to address pain and physical challenges to help improve your quality of life. Additionally, we offer specialized programs (e.g., running, wellness, and diabetes prevention).

Please contact USC Physical Therapy to learn more or schedule an appointment: (323) 865-1200 or email uscptHRA@med.usc.edu.

**USC Recreational Sports**
The mission of USC Recreational Sports is to provide the university community the opportunity to pursue a balanced, healthy lifestyle through participation in recreational activities.

Recreational Sports operates multiple facilities including fitness centers on UPC and HSC campuses, track and field spaces, tennis courts and an aquatics center. These facilities support additional programs including fitness classes, personal training services, club sports, and intramurals.
Why choose USC Recreational Sports:

- Flexible membership options and discounted rates for staff and faculty
- USC employees are right around the corner from a workout on their time — without an additional commute
- Daily locker rentals and semester-long locker rentals offer space so there’s no need to lug around a heavy gym bag throughout the day
- Pay via discretionary funds you can load onto your USCard

Yoga USC

Yoga USC is the home base for all yoga-related activities at the University of Southern California campus. It serves as the resource guide for existing departmental classes, an educational tool for greater understanding of yoga’s many benefits, and offers specialized classes designed to bring together students, staff, and faculty. Visit their Youtube channel for more information or visit the links for Yoga USC videos and blog.

Glo

USC has partnered with Glo to offer a free three-month trial and discounted subscription thereafter. Sign up for the 15-day trial using your usc.edu email address, and your new account will automatically convert to the three-month trial.

Outpatient Nutrition Services

Keck Medicine of USC offers outpatient nutrition therapy services provided by a registered dietitian to assist employees (through insurance) in managing their nutrition needs. It is open to any USC faculty and staff with USC EPO/PPO insurance or for those who want to self-pay.

USC Campus Dining Nutrition and Sustainability

USC Dietitian Lindsey Pine is here to help you make healthy food choices. To “Ask the Dietitian” and submit your questions, visit the website for more information.

USC Fit Families

A free fitness and nutrition program for local underserved children, ages 7 to 17, who are at risk for diabetes, hypertension, and other conditions associated with physical inactivity. Every Saturday, physical therapists, DPT students, and volunteers meet families for a three-hour program. This is a community resource for which USC employees may qualify for.

5K Training Team- USC Institute for Integrative Health and Wellness

Free training group that meets every Thursday at 11am at Lacy Park in San Marino (15 mins from HSC) with a professional coach. All abilities are welcome and there is no sign-up needed.
Emotional Well-being

Emotional well-being encompasses the awareness of everyday feelings and emotions, both positive and negative, and learning to cope with the challenges life brings. Furthermore, it involves self-esteem, self-acceptance, optimism, and the development of inner resources to learn and grow from experiences.

1. Mental Health Resources

**USC WorkWell Center**

The USC WorkWell Center empowers USC faculty and staff to thrive in mind, body, and spirit so that our people are engaged, productive, and happy. WorkWell provides programs and resources for USC-benefited employees that help them thrive in all areas of work and life wellness. We do this through no-cost, confidential counseling, coaching, consultations, critical incident management, and health and wellness promotion and education programs.

WorkWell can help with:

- Emotional distress: anxiety, stress, depression, grief/loss, anger, dealing with uncertainty, and change
- On-the-job issues: managing with leadership, co-workers, career development, problem solving, and difficult conversations and referrals
- Relationship and family difficulties: balancing work and family, communication, parenting
- Crisis intervention: domestic/intimate partner violence, trauma, critical incidents, other serious life events (individual counseling and department/unit debriefing in cases of institutional critical events)

In-person sessions are located at University Park Campus (Figueroa Building, Suite 202) and Health Sciences Campus (Soto I, Suite 112). Eligible employees include USC-benefitted staff, faculty, physicians, post-docs, and retirees.

WorkWell provides in-person and telehealth sessions via HIPAA-compliant Zoom sessions. WorkWell’s licensed mental health professionals and certified coaches are experienced in helping USC employees address a wide range of personal and work-related difficulties.

To learn more or schedule an appointment, there are three ways to reach out.

1. WorkWell website: [Contact Us](mailto:workwell@usc.edu)
2. Front office intake phone number (9 a.m. to 5 p.m.): (213) 821-0800
3. Email: workwell@usc.edu
**TELUS for USC: Well-Being Resource**

TELUS for USC is a confidential and innovative online well-being resource. The program and platform are designed to enhance our in-house, on-site counseling support by expanding the types of providers available to offer more diversity in language, specialty, race/ethnicity, and gender expression.

TELUS for USC is a cost-free, confidential service for USC-benefits eligible employees.

Resources include:

- 24/7 access to expert support, work-life advice, and strategies from program consultants
- Referrals to counseling — up to 5 sessions at no cost to you
- Access to a wealth of practical work-life and well-being content and self-guided toolkits
- Online resources and a free mobile app to support your health and well-being journey.

Connect with TELUS 24 hours a day, seven days a week, 365 days a year, for support related to:

- Life - Stress/overload, anxiety, depression, grief/loss, community resources
- Family - Parenting, separation/divorce, blended families, caring for older adults, education
- Money - Saving, debt management, estate planning/wills, home buying/renting
- Work - Work relationships, job stress/burnout, managing people
- Health - Fitness/nutrition, sleep, addiction/recovery, smoking cessation

To contact TELUS for USC go online to usclifeworks.com and enter username: USC, password: workwell

---

**Care for the Caregivers**

Care for the Caregiver (C4C) is a comprehensive program designed to ease potential work environment stress for our dedicated health care staff. The program aims to provide comprehensive mental health support and build emotional health across the health system.

Care for the Caregiver program offerings:

- Emotional well-being support services: providing comprehensive emotional support for healthcare staff during challenging times
- Clinical referrals: offering referrals for mental health care needs
- Emotional support line: a free, informal telephone support service for healthcare workers and family members.
- Peer support program: connecting employees with peers to process emotional events and expedite recovery.
- Schwartz Rounds: Grand Rounds focused on understanding the staff experience from a social and emotional point of view.
- Support groups: offering critical incident debriefs, cumulative stress debriefs, support groups, and wellbeing check-ins for groups and teams
- Tailored workshops: conducting workshops to address stress, burnout, resilience, and other specific unit/team needs
- Relaxation therapy: providing 10-minute chair massages directly to units/teams
- Caregiver emergency fund: offering financial assistance to Keck Medicine of USC staff and faculty experiencing emergencies
- Smile Cart: Providing snacks to staff and faculty to bring moments of joy during stressful workdays

To contact Care for the Caregiver, email CareForTheCaregiver@med.usc.edu or call (323) 865-9897.
Lifestyle Redesign

The USC Occupational Therapy Faculty Practice provides Lifestyle Redesign interventions for USC employees in person and via telehealth. In working with an occupational therapist in Lifestyle Redesign, employees have the opportunity to address their physical and mental health in a supportive environment. Lifestyle Redesign occupational therapists engage clients in goal setting, problem solving, and self-analysis so they can create habits, routines, and an overall lifestyle that is customized to their personal needs and preferences. Topic areas include time management, lifestyle balance, sleep hygiene, healthy coping, and more.

These services are covered by the USC Trojan Care EPO and USC PPO plans as well as most PPO plans and Medicare.

Lifestyle Redesign programs include:

- ADHD
- Autism Spectrum Disorder
- Chronic Headaches
- College Students
- Diabetes Management
- Epilepsy
- Ergonomics
- Gender Care
- Hand and Upper Extremity
- Health Coaching
- Hypertension
- MCAS and Dysautonomia
- Mental Health
- Multiple Sclerosis
- Neurological Conditions
- Oncology
- Pain Management
- Parkinson’s Disease
- Smoking Cessation
- Weight Management

If you are experiencing challenges in managing your physical health, mental health and/or daily routines, please call the OT Faculty Practice at (323) 442-3340 or email otpf@med.usc.edu.

USC Psychology Services Center

The USC Dornsife Psychology Services Center (PSC) is committed to providing cutting-edge, empirically supported therapy and assessment to the community and offers counseling for $20 a session and group support for $5 a session. They have three inter-related aims:

1. To provide high quality training for doctoral students in the clinical science program of the Department of Psychology at USC
2. To provide high quality and affordable services to individuals in the Los Angeles area
3. To support research which enhances our understanding of, and treatments for, psychological issues

Trauma Recovery Center

USC Suzanne Dworak-Peck School of Social Work’s Trauma Recovery Center provides free, safe and culturally sensitive mental health and supportive services to those who have been affected by crime, violence or trauma. This can include child abuse and neglect, sexual assault, battery, community violence, grief and loss, human trafficking or any crime-related trauma.

Services are available in-person and virtually. The center is open Monday through Friday, 8:00 a.m. to 5:00 p.m. For more information or to set up an appointment, please visit the website.

2. Behavioral Health Coverage (Faculty/Staff)

USC PPO and USC Trojan Care EPO

- Lyra Mental Health is available for plan members for up to 25 no-cost sessions per calendar year for emotional and mental well-being support.
- LiveHealth Online: Primary care physician and mental health visits can be conducted online where physicians can answer questions, make a diagnosis, and even prescribe basic medication if needed.

Contact HealthComp for additional information on mental health benefits and services available to you.

Anthem HMO and Anthem MyChoice HMO

Emotional Wellbeing resources are available from Learn to Live.

Kaiser Permanente HMO

Emotional wellbeing resources are available here.
3. Work-life Integration

**USC WorkWell Center**
WorkWell’s licensed mental health professionals and certified coaches are experienced in helping USC employees address a wide range of personal and work-related difficulties. With solution-focused, brief counseling, our staff work with clients to identify practical goals and develop plans to help you achieve your personal and professional objectives.

WorkWell can help with:

- **Emotional distress** - anxiety, stress, depression, grief/loss, anger, dealing with uncertainty, and change
- **On-the-job issues** - managing with co-workers, career development, problem solving, and referrals
- **Relationship and family difficulties** - balancing work and family, communication, parenting
- **Crisis intervention** - domestic/intimate partner violence, trauma, critical incidents, other serious life events (individual counseling and department/unit debriefing in cases of institutional critical events)
- **Workplace health and wellness** - assessment, plan development, and follow-up

In-person sessions are located at University Park Campus (Figueroa Building, Suite 202) and Health Sciences Campus (Soto I, Suite 112). Eligible employees include USC-benefitted staff, faculty, physicians, post-docs, and retirees.

WorkWell provides in-person and telehealth sessions via HIPAA-compliant Zoom sessions. WorkWell’s licensed mental health professionals and certified coaches are experienced in helping individuals, couples, and families address a wide range of personal and work-related difficulties.

To learn more or schedule an appointment:

1. WorkWell website: [Contact Us](#)
2. Front office intake phone number (9 a.m. to 5 p.m.): (213) 821-0800
3. Email: [workwell@usc.edu](mailto:workwell@usc.edu)

---

**Family and Dependent Care Resources**
This includes childcare options, learning pods, tutoring and school support discounts, dependent care FSA, leaves of absence, and paid family leave information.

**Free Online Tutoring**
The Keck Medicine Care for the Caregivers tutoring opportunities in math, science, reading and writing, language arts, etc., are extended to KSOM faculty, staff, and learners’ children. For more information, please email [benefitandoutreach@med.usc.edu](mailto:benefitandoutreach@med.usc.edu).
4. Marital and Couples Counseling

**USC WorkWell Center**

WorkWell Center’s licensed mental health professionals including Licensed Marriage and Family Therapists (LMFT) and Licensed Clinical Social Workers (LCSW) are experienced in helping individuals, couples and families address a wide range of personal and work-related difficulties including, but not limited to:

- **Relationship challenges** including adoption, domestic/intimate partner violence, infertility, infidelity, managing conflict during divorce, marital distress, marriage preparation, online infidelity
- **Family issues** such as caregiving for dependents and later life adults, anger management, supports for recovery from substance abuse, and financial distress

In-person sessions are located at University Park Campus (Figueroa Building, Suite 202) and Health Sciences Campus (Soto I, Suite 112). Eligible employees include USC-benefitted staff, faculty, physicians, post-docs, and retirees.

WorkWell provides in-person and telehealth sessions via HIPAA-compliant Zoom sessions. WorkWell’s licensed mental health professionals and certified coaches are experienced in helping individuals, couples, and families address a wide range of personal and work-related difficulties.

To learn more or schedule an appointment:

1. WorkWell website: [Contact Us](#)
2. Front office intake phone (9 a.m. to 5 p.m.): (213) 821-0800
3. Email: [workwell@usc.edu](mailto:workwell@usc.edu)

**Lyra**

Available for USC EPO/PPO covered employees for up to 25 free sessions per calendar year for emotional and mental well-being support. Marital counseling is also available.
5. Wellness Resources

**Well-being Workshops and Trainings from USC Kortschak Center for Learning and Creativity**
Various on-demand workshops are available. Topics include but are not limited to self-care, stress management, time management, remote learning, and academic and classroom success.

**Emotional Well-being Drop-in Zoom Group**
Weekly drop-in Zoom group calendar for all clinicians, staff members, and their families. These groups are spaces for colleagues to provide mutual support, discuss and process their experiences, and learn additional ways to cope during this challenging time.

**Wellness Series from Emeriti Center**
USC Emerti Center offers a variety of workshops and webinars on mental health, physical health, and overall well-being for our retired Trojan faculty and staff.

**USC Physical Therapy**
Are you striving to live a healthier life, achieve fitness goals, or address health challenges? If so, please contact us at one of following locations.

**Health Sciences Campus**
(323) 865-1200
uscptHRA@med.usc.edu

**Keck**
(323) 442-8850

**University Park Campus**
(213) 740-0215
uscptUPC@med.usc.edu

**Keck HC2**
(323) 442-6050

Our clinical faculty are leaders and experts within physical therapy, actively collaborate with other health providers, and provide personalized one-on-one evaluation and treatment sessions. Please click on any of the links below to learn about some areas of specialty practice:

- Cancer Care
- Concussion
- COVID Recovery Clinic
- Dizziness and Balance
- Facial Nerve Disorders
- Headache and TMJ Management
- Heart and Lung Care
- Neurologic Rehabilitation
- Orthopedic Rehabilitation
- Pain Management
- Pelvic Health
- Performing Arts Rehabilitation
- Sports Rehabilitation
- Wound Management
Social and Community Well-being

Social well-being involves the development and maintenance of positive relationships with friends, family, coworkers, and the larger community. It fosters social support, self-esteem, emotional resilience, and conflict management.

1. Community Engagement

**USC Emeriti Center**
Since its founding in 1978, the USC Emeriti Center has served the university’s retirees and pre-retirees in living healthy and purposeful lives by providing essential information, resources, services, advocacy, privileges, and support.

**USC Good Neighbors Campaign**
Created in 1993, Good Neighbors was designed to provide financial support to enable collaboration between USC faculty, staff, and local nonprofit organizations that have a visible, positive impact on the neighborhoods surrounding the University Park and Health Sciences campuses.

**USC Athletics**
Consists of 9 Men’s Sports and 12 Women’s Sports. Officially started in 1888, USC Trojan Football has remained a vital part of the university’s pride and culture. Support our Trojan teams at various athletic events open to faculty and staff!

**The Volunteer Center**
As part of Campus Activities, the Volunteer Center is dedicated to promoting service within USC, the greater Los Angeles area, and the global community.

2. Campus Engagement

3. Diversity, Equity, and Inclusion

4. Social Support

**Community Resource Center for Aging**
A free resource for older adults in the community looking to improve their quality of life. Through a consultation with access to a robust network of resources, one can find community-based services and support systems specialized in navigating the unique challenges of aging.

**Trojan Shop Local**
Trojan Shop Local started as a USC student-led grass roots movement by the USC Black Student Assembly and other students to give back and support local and diverse small businesses neighboring USC campuses during the pandemic. Today, it is an eclectic, burgeoning network of over 60 diverse small businesses across Los Angeles!

Trojan Shop Local retail establishments include everything from coffee houses to restaurants; gift shops to designer ateliers; chic boutiques, bookstores, salons, barber shops, home decor and more. In every corner of our Trojan Shop Local neighborhoods, you’ll find valuable services and merchandise, along with treasured stories that reflect our communities and our varied shared cultural heritages. All USC Trojan students, faculty, staff, families, and friends are invited to reconnect to — or discover for the first time — the unique experiences of shopping local!
2. Campus Engagement

USC Staff Assembly
An officially recognized branch of the university governance system and exists to promote the growth and welfare of staff employees.

Board is elected by university staff during a campus-wide election process.

Assembly members, through assigned committee work, research and provide recommendations on all matters related to staff work environment, benefits, and policies.

University Staff Club
Objectives are to support USC’s overall goals with emphasis on enhancing the staff support function and staff contributions to the university’s activities of teaching, learning, discovery, and cultural enrichment — and to promote closer ties among Staff Club members through social activities and networking.

3. Diversity, Equity, and Inclusion

USC Race and Equity Center
A dynamic research and organizational improvement center that works with professionals in educational institutions, corporations, and other contexts. The center seeks to help partners strategically develop and achieve equity goals, better understand and correct climate problems, avoid and recover from racial crises, and cultivate sustainable cultures of inclusion and respect.

USC Diversity, Equity, and Inclusion
The website’s purpose is to record the progress and communicate what the university is doing to support the USC community in terms of diversity, equity, and inclusion.

The USC Office of Inclusion and Diversity (OID) is focused on building infrastructure and providing strategic support and resources to members of the USC community — with the overarching goal of advancing diversity, equity, inclusion, healing, and belonging. Resources and support include training on best practices for inclusion; resources and events supporting the recruitment and retention of students, staff, and faculty; community healing facilitators; consultations; and collaboration across USC via task forces, committees, and events.

The University Health System is a vital area of this work. At Keck Medicine of USC, quality healthcare starts with dignity, respect, and compassion for our patients, loved ones, colleagues, and communities. Our commitment to enhancing our cultural acumen, being intentionally inclusive, and providing supportive clinical care, learning, research, and work environment is the foundation to advance equitable care experiences, processes, and outcomes while actualizing our mission.

The OID also considers service to the community essential to its work and is part of the inclusive and community-wide process of reimagining public safety through the Community Advisory Board (CAB). OID was intimately involved in developing a public policy statement on preventing and addressing bias-based community policing as a shared responsibility of all USC stakeholders and the transparent, comprehensive, and inclusive process of appointing its next Chief of Public Safety.
USC Dornsife Office of Diversity
The website houses resources for faculty and staff as well as information about diversity, equity, and inclusion at USC Dornsife.

USC Asian Pacific Islander Faculty and Staff Association
The Asian Pacific Islander Faculty and Staff Association (APIFSA) was formed in April 2021 in response to the increase in anti-API hatred and violence reported around the country. The association’s mission is to create a safe space and a strong voice to advocate for API faculty and staff across the USC community.

USC Black Staff and Faculty Caucus
The purpose of the University of Southern California Black Staff and Faculty Caucus (BSFC) is to accomplish a positive working relationship between the University’s Black staff, faculty and students; to assure constructive institutional change as it relates to Black staff and faculty development; to develop expertise in the area of affirmative action as it relates to hiring, retention and promotion of Black staff and faculty; and to contribute toward the development of harmony and good will among and between the diverse elements and groups within the university.

USC Latino Forum
The USC Latino Forum has historically served as the voice of Latino faculty and staff at the University of Southern California since 1987. The forum gathers several times a semester for social, academic, and intellectual events that celebrate and stimulate conversations around what it means to be Latino at USC in Los Angeles and in the United States as the demographics continue to shift.

LGBTQ Faculty and Staff Alliance at USC
The LGBTQ Faculty and Staff Alliance at USC celebrates and supports the lives of the entire LGBTQ faculty and staff community through a number of different events and activities throughout the academic school year to help fellow LGBTQ faculty and staff members get acquainted with one another.

KSOM Inclusion Resource Groups (IRG)
The Keck School is proud to launch an Inclusion Resource Groups (IRG) Program, sponsored by the JEDI-WeST (Justice through Equity, Diversity, Inclusion, Well-being and Social Transformation) Committee and the Center for GEMS. The mission of the IRG Program is to foster and advocate for an inclusive campus community that celebrates our diversity and intentionally contributes to a sense of belonging and being valued. The program is establishing five IRGs this fall for the following groups:

- LGBTQ+ Community
- Women
- Mental Health and Neurodiversity

To join an IRG, whether as a member or as an ally, please complete this online form and you will be connected with others who expressed interest in the group(s).

Questions? See FAQs document or email Elizabeth O’Toole at eotoole@usc.edu.

Keck Pride
Keck Pride is an employee resource/inclusion group dedicated to designing and implementing strategies to foster a welcoming and affirming environment for LGBTQ+ patients, families, employees, and learners throughout Keck Medicine of USC and Keck School of Medicine. Keck Pride is composed of staff, faculty and learners from across the medical and health sciences enterprise, including Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital, Keck Medicine ambulatory clinics, the Keck School of Medicine of USC, USC Student Health, and more. Interested in learning more? Please email keckpride@med.usc.edu.

Inclusive medical benefits
USC and Keck Medicine of USC strive to offer comprehensive and inclusive benefits that meet the needs of our faculty, staff, and their families.

Learn more about Gender Affirming Care, Family Planning, and HIV Testing and Treatment here.

You can also contact the Member Services phone number on your medical plan ID card to learn more about USCs inclusive medical benefits.

4. Social Support

Wellness Pharmilies
The Pharmilies connect via group chat using a text-channel platform called “Discord,” and are free of Zoom-fatigue and barriers to social interaction such as distance and schedule. Joining is easy, convenient, and commitment-free. (HSC only).
Purpose and Spiritual Well-being

Purpose and spiritual well-being encompasses the values, principles, morals, and beliefs that guide our actions. It allows us to create meaning to life events and to find our purpose in life.

1. Mindfulness and Meditation

**Mindful USC**

Mindful USC offers a comprehensive range of mindfulness-related classes, programs, and events to foster growth, health, wisdom, compassion, and connection within USC’s diverse communities. These include mindfulness meditation classes and retreats, from introductory to advanced levels. Additionally, drop-in mindfulness meditation practice and affinity groups provide opportunities for guided meditation in a supportive setting without the need for registration. Mindful USC also provides consulting services and customized programming to meet the unique needs of different departments or groups. The free Mindful USC app allows users to practice mindfulness, access information about classes and activities, listen to guided meditations, and participate in mindfulness challenges. All offerings are free and open to USC students, faculty, staff, and alumni.

**Meditation and Contemplation Groups**

The Office of Religious and Spiritual Life offers groups for Buddhist and Sufi Muslim meditation and Christian contemplative practices. All staff and students, regardless of religious background, are warmly invited to join any of our sessions.

**Mindfulness for Healthy Living**

A toolkit of meditation and mindfulness tips from the USC Suzanne Dworak-Peck School of Social Work.

**USC Center for Mindfulness Science**

The USC Center for Mindfulness Science offers evidence-based mindfulness classes and events designed to cultivate individual and societal awareness, well-being, and the relief of suffering. Offerings are free or low cost to all.

- Events
- Classes

**Rossier Mindfulness for Educators Certificate Program**

In the Mindfulness for Educators certificate program, TK-12 and higher education professionals will practice meditation together and learn mindfulness techniques they can directly apply to their lives and the classroom. This course is designed for both beginning meditators and those with experience who want to refine their practice and learn how to apply it to the classroom.
2. Prayer and Reflection

**Places for Reflection and Prayer**

USC hosts a dynamic and diverse multi-faith community. At the heart of the University Park Campus (UPC), the University Religious Center (URC) provides spaces for prayer, reflection, and meditation. The Kilgore Chapel within the URC nurtures Christian faith and creative expression, while the Fishbowl Chapel serves as an adaptable, multi-faith worship space that hosts wellness-focused classes. Dedicated Muslim and Hindu prayer spaces offer areas for prayer and meditation. The Little Chapel of Silence, located in the middle of the UPC campus, provides a serene place for silent reflection and prayer. Additionally, the Health Sciences Center features several prayer and meditation spaces, including the chapel at Keck Hospital, a quiet room in the Biles Leadership Center, a meditation room and garden at Norris Cancer Hospital, a quiet lounge in McKibben Hall, and the HSC Libraries wellness and reflection room.

3. Arts and Creativity

**Fisher Museum**

Located on the UPC campus, the museum houses art spanning five centuries and the exhibition schedule provides a lively offering of contemporary to old master exhibitions to introduce arts to a wide range of audiences. Admission is free for USC faculty and staff.

**USC Pacific Asia Museum**

An integral part of the University of Southern California, the USC Pacific Asia Museum creates inspiring encounters with the art, history, and culture of Pacific Asia to promote intercultural understanding in the service of elevating our shared sense of humanity. Admission is free for USC faculty and staff.

4. Sense of Purpose and Belonging

**USC Office of Religious and Spiritual Life**

The Office of Religious and Spiritual Life (ORSL) at USC helps foster a sense of purpose and belonging within the university community. ORSL offers a variety of programs to explore the spiritual dimensions of life and learning, focusing on moral, religious, spiritual, and belonging themes. The office publishes a weekly e-newsletter that keeps students and employees updated on its programs and activities, plus a holy days calendar that helps foster a supportive, respectful, and inclusive university environment. Located in the University Religious Center, ORSL provides prayer and reflection spaces, the RestSC Lounge, a community kitchen, and Wudu facilities. It also hosts 12-step recovery meetings as well as support groups for chronic illness and grief and loss. ORSL services include confidential pastoral/spiritual care, memorials, and online prayer requests. Stay connected with ORSL on Instagram @uscreligiouslife and YouTube @USCOfficeofReligiousandSpiritualLife.

**Belonging at USC**

This initiative offers resources that help people get meaningfully connected on campus.

5. Spirituality

**USC Office of Religious and Spiritual Life**

The Office of Religious and Spiritual Life (ORSL) meets the spiritual needs of students and employees by offering a diverse range of programs and services tailored to support their spiritual well-being. Through initiatives like What Matters to Me and Why, SOULJOURNS, and numerous on-campus multi-faith events, ORSL creates a welcoming space for individuals to explore and deepen their spiritual practices. Additionally, the office provides confidential pastoral care, support groups, and meditation sessions, ensuring personalized support for those facing challenges. Stay connected with ORSL by subscribing to its weekly e-newsletter and following them on Instagram @uscreligiouslife and YouTube @USCOfficeofReligiousandSpiritualLife.
Environmental and Sustainability Well-being

Environmental well-being embodies living in harmony with our social and built environments, emphasizing the connection between our surroundings and our well-being, and allowing for healthy areas in which to work, live, and play.

1. Childcare

On-site Childcare Centers at UPC and HSC
USC offers childcare programs at both UPC and HSC, in centers operated by Bright Horizons. Onsite childcare centers are available for ages 6 weeks through 5 years.

To reach the UPC childcare center, please call (213) 821-9571.

To reach the HSC childcare center, please call (323) 405-6400.

• Back-up dependent care (ages 1 month to 18 years)
• Several options are available through Bright Horizons’ back-up care program, which is a care option when your normal childcare options are not available. Options include in-home care provided by Bright Horizons' employee or by SitterCity nanny.

Breastfeeding and Lactation Accommodations
The California Breastfeeding Coalition has named USC a “Mother-Baby Friendly Workplace” while the Breastfeeding Task Force of Greater Los Angeles honored USC with its Family Health Promotion award — both honors recognizing USC’s commitment to maintaining an employee lactation policy. Visit USC’s breastfeeding webpage for a list of lactation rooms on campus. Each school or department is to ensure that appropriate space is available to lactating mothers in their respective buildings.

Free Online Tutoring
The Keck Medicine Care for the Caregivers tutoring opportunities in math, science, reading and writing, language arts, etc. are extended to KSOM faculty, staff, and learners’ children and can be accessed through an email to benefitandoutreach@med.usc.edu (HSC only).

2. Eldercare

In-Home Care Provided by a Bright Horizons employee
A vetted caregiver cares for your dependents in your home — with health screenings conducted daily for both the caregiver and family. Bright Horizons will use best efforts to assign the same caregiver for all families who choose a continuous care giving option.
USC Family Caregiver Support Center
The USC Family Caregiver Support Center (FCSC) at USC Leonard Davis School of Gerontology has placed a high priority on providing support across the continuum of caregiving, including diagnosis, prognosis, and services that help maintain the care recipient’s independence and abilities, helping caregivers care for themselves, and manage their own well-being. Supportive services include information, assessment, individual consultations, respite, education, and training.

Community Resource Center for Aging
A free resource for older adults in the community looking to improve their quality of life. Through a consultation with access to a robust network of resources, one can find community-based services and support systems specialized in navigating the unique challenges of aging.

USC Physical Therapy
Are you or a loved one experiencing challenges with mobility, balance, falls, dizziness, or completing daily activities? Do you need help deciding what equipment may help you or your loved one? At USC Physical Therapy, we work with individuals and their family members or caregivers assisting in care to improve quality of life and prevent injuries or complications. We have clinic sites at both our Health Sciences and University Park Campuses.

If so, please contact us at one of following locations.

Health Sciences Campus
(323) 865-1200
uscptHRA@med.usc.edu

University Park Campus
(213) 740-0215
uscptUPC@med.usc.edu

Keck HC2 (323) 442-6050
Keck (323) 442-8850

3. Ergonomics

Ergonomics Evaluation
USC’s Environmental Health and Safety and the USC Occupational Therapy Faculty Practice provide free, individual ergonomic evaluations and group in-services for USC employees. An ergonomic evaluation can provide you with the tools to redesign your workspace to reduce the risk of injury while increasing comfort and productivity. And, it is not always necessary to purchase new equipment — the Occupational Therapy faculty are very resourceful in helping you find items in your home that can help improve the setup of your workspace. Ergonomic evaluations can be conducted remotely or in-person.

To get started-
Visit https://ehs.usc.edu/ and click on the blue “Complete an Ergonomic Assessment.” You will be prompted to log in with your USC Workday password (you will need to have set up Dual Authentication beforehand).

1. Click “Ergonomic Self-Evaluation Link”
2. Click “Start New Survey” complete all questions, then click “Submit”
3. Click on the blue button that says “Request Visit”

For scheduling the evaluation, you can call (323) 442-3340 or email otfp@med.usc.edu.

4. Community

Parkside Garden
The Parkside Garden is managed by students of The SC Garden Club. A fully organic garden space featuring a full-scale aquaponics system with several urban growing systems (raised bed gardens, pollinator garden); three vermiculture worm composting systems (flow-through and stackable) which are fed with scraps from students, staff, and campus offices; two additional food scrap composting systems (tumblers and three bin static pile); and fully automated drip irrigation. Contact uscgardening@gmail.com to request more information.

USC Teaching Garden
A self-sustaining garden to harvest a variety of vegetables, fruits, herbs, and edible flowers for its dining venues (UPC only).

Peace Garden
The USC Peace Garden was established in 2010 as a partnership between the Office of Sustainability and the non-profit organization Urban Farming. Located in the yard of a USC-owned house on Shrine Place, the garden is free and open for students, faculty, staff, and neighbors to use.

USC Japanese Rock Garden
The garden, near the north end of Trousdale Parkway beside the USC Amy King Dundon-Berchtold University Club at King Stoops Hall, provides a peaceful place for reflection.
Keck Farmers Market
A place where local vendors set up booths with fresh produce, tacos, tamales, sushi, juice, and more. A portion of the market proceeds will benefit the local neighborhoods surrounding the Health Sciences Campus.

The Keck Farmers Market takes place at 1500 San Pablo St (at the corner of San Pablo and Alcazar) Thursdays from 11 a.m to 2 p.m.

The Keck Farmers Market will take place per public health guidelines. For the most updated information, contact BenefitandOutreach@med.usc.edu (HSC only).

Trojan Farmers Market
An open-air marketplace that brings fresh, locally sourced produce and goods to the bustling USC campus.

The Trojan Farmers Market takes place most Wednesdays during the fall and spring semesters in McCarthy Quad, 11 a.m. to 3 p.m. The Trojan Farmers Market will take place per public health guidelines (UPC only).

5. Built Environment

On-Campus Hydration Stations
There are more than 200 water bottle refill stations located across the University Park Campus and Health Sciences Campus. Visit the interactive sustainability map to find a refill station nearest you.

Open Spaces for Relaxation and Meditation
USC’s campus-wide initiative offering free courses for students and staff to learn mindfulness practice. Mindfulness Meditation Drop-In Practice Group available (UPC only).

Multi-Stream Waste Bins
Waste bins in high-traffic areas across UPC and HSC allow Trojans to properly recycle and compost their waste instead of sending it all to landfill. Diverting waste from local landfills reduces greenhouse gas emissions and pollution. See signage on multi-stream waste bins to understand how to dispose of your items or watch this short clip here.

Pollution Prevention
USC Environmental Health and Safety (EH&S) offers programs and resources on proper recycling and disposal of various types of waste you may encounter in your work such as batteries and electronic waste.
6. Sustainability

**USC Office of Sustainability**
Over the past decade, sustainability at USC has been a shared responsibility that touches all facets of our community. Since 2008, the university has been focused on integrating sustainability as a core value in USC’s strategic planning and implementing impactful sustainability initiatives.

**Employee Transit Subsidy**
Designed both to help save money for employees who choose to commute using public transportation and to reduce the number of single-passenger vehicles being used for commuting, all USC employees using public transportation are eligible for a 50% subsidy on the cost of transit pass purchases — whether through the USC program or not. Program participants have added perks such as being able to use automatic pre-tax payroll deductions through USC Payroll and three free parking passes per month in the event they need to use a personal vehicle.

**Employee Sustainability Training**
This two-part online training takes around 20 minutes to complete and is a great way for employees to explore how USC is achieving its sustainability goals on campus and discover how they can become a sustainable USC employee.

**Transportation Sustainability**
USC has an abundant list of ways employees can take advantage of more efficient and sustainable ways to commute to campus. The list includes Campus Transportation AQMD Surveys, EV Charging, Traveler Mobile Platform, Green Bus Fleet, Commuter Cost Calculator, Lyft partnership, and more.

**Sustainable Purchasing**
USC Procurement Services has developed a “Buying Green” web page that aggregates information and best practices for sustainable purchasing in your role as staff or faculty.

**USC Sustainability Events Page**
The events page on the USC Sustainability website is filled with health and climate related events for faculty and staff.

**Sustainability Toolkit**
This toolkit supports the vision and goals of Assignment: Earth, USC’s sustainability frame-work for a greener campus and planet. All of the resources in this guide have been purpose-fully designed to address this commitment by encouraging individuals to put sustainable practices into action within their daily lives.
Occupational and Intellectual Well-being

Occupational well-being involves preparing and making use of skills and talents in order to gain purpose, happiness, and enrichment. Intellectual stimulation and career fulfillment support a positive attitude, satisfaction, and pleasure in employment.

1. Professional Development

USC WorkWell Center

The USC WorkWell Center provides professional executive coaching to USC leaders including:

- Executives and administrators
- Department chairs and deans
- Faculty members, physicians, lab directors and principal investigators

WorkWell coaches have been trained and credentialed by the International Coach Federation. Credentialing requires completion of coach-specific training, coach supervision and mentoring, case reviews, and a board exam. Call for more information to see if you are eligible: (213) 821-0800 or email workwell@usc.edu.

USC’s Tuition Assistance

Full-time benefits-eligible faculty and staff are eligible to receive tuition assistance for an undergraduate or graduate degree from USC.

Employee Gateway

The Employee Gateway updates daily and often has free lectures, concerts, and other campus events for employees to take part in.

Audit job-related coursework

Employees may take job-related coursework at USC if tuition is paid by their department, or they may take a class for audit if approved by their manager and the academic department in question.

Healthstream

Source of Financial, Accounting, and Business Systems Training library for employees (HSC only).

Zoom Teaching Studios at KSOM

Instructors can use one of KSOM’s five new Zoom teaching studios. Based on a design created at Johns Hopkins’ School of Engineering and designed specifically for teaching
in Zoom, these five new Zoom teaching studios are high-tech workspaces pre-configured with two 55” televisions — one ideal for a gallery view of students and one for PowerPoints, notes, videos or other materials (Keck School of Medicine faculty only).

**Trojan Learn**

Source of Financial, Accounting, and Business Systems Training library for employees (UPC only).

List of trainings to support individual and organizational effectiveness:

- Anger Management
- Overcome Conflict (Mindfulness)
- Keep Calm
- Teaching Civility in the Workplace
- Bullying and Other Disruptive Behavior: for Managers and Supervisors
- Handling Workplace Bullying
- Human Resources: Handling Workplace Bullying
- Conflict Resolution
- Conflict Resolution Foundations
- Preventing Workplace Violence
- Risk Management: Workplace Violence
- Sexual Harassment
- Professional Conduct: Supporting an Environment of Respect

**Women in Management**

WIM hosts women leaders at our speaker series and professional development events throughout the year at UPC and HSC.

In addition, the WIM board administers the selection of the two candidates who are funded by USC Department of Administration to attend the annual HERS Summer Institutes that are dedicated to empowering a diverse network of women leaders in higher education.

**2. Coaching**

**USC Training and Development Coaching Programs**

USC Learning & Organizational Development offers a six-month coaching program which has received accreditation by the International Coach Federation (ICF) as Approved Coaching Specific Training Hours (ACSTH). It is designed to develop coaching skills and puts one on the path to become an ICF Associate Certified Coach (ACC). By the end of this program, participants will have:

- Learned to provide effective feedback to drive higher levels of engagement and productivity
- Gained deeper self-awareness by uncovering blind spots that may affect active listening and other communication skills
- Gain a deeper self-awareness by cultivating leadership skills and identity

**3. Intellectual Growth**

**USC Podcast**

*Ideas In Action* is a podcast series produced by the University of Southern California. Aligned with the university mission dedicated to “the development of human beings and society as a whole through the cultivation and enrichment of the human mind and spirit,” the series brings you thought-provoking conversations across various disciplines happening at USC’s University Park and Health Sciences Campuses today.

**Book Clubs at USC**

If you are interested in joining a book club, USC offers various groups of topic interests for you to explore.

**4. Confidential and Independent Resources**

**Office of the Ombuds**

If you are experiencing a university-related concern, conflict, or challenging situation, please feel free to contact the Office of the Ombuds at either UPC or HSC. The office is open to all members of the USC community with a campus related issue. Provided services include individual consultations, mediations, conflict and communication coaching, and conflict management presentations.

**Confidential Consultants**

USC WorkWell professional staff are on call to provide one-on-one support and guidance by sharing expertise and feedback on workplace behavior and relationships. Consults can help leaders better understand personalities, communication, emotions, values, and thinking styles that may affect an employee’s organizational performance.

Workplace consults are confidential discussions to support managing teams facing challenges, addressing concerns about employees, learning how to refer someone to the WorkWell Center, or making an inquiry about our services. This support is readily available anytime. Consider us your “Consultant-on-Call.”

To learn more or schedule an appointment:

1. WorkWell website: [Contact Us](mailto:workwell@usc.edu)
2. Front office intake phone number (9 a.m. to 5 p.m.): (213) 821-0800
3. Email: [workwell@usc.edu](mailto:workwell@usc.edu)
Financial and Legal Well-being

Financial well-being entails the financial literacy (knowledge of financial matters), the ability to manage money effectively, and plan for a fiscally sound future. Legal well-being involves having knowledge of and access to resources to support legal issues (i.e., estate planning, wills, divorce, custody, etc.).

1. Flexible Spending Accounts (FSA)

**Employee Healthcare FSA**
Employee may choose up to the IRS allowable maximum for healthcare related expenses. Services must be provided in 2024 and submitted for reimbursement to the FSA by March 31, 2025.

**Dependent Care FSA**
Eligible dependents include children under age 13, spouse, and adult relative or adult child who is physically and mentally incapable of self-care (a qualifying child or relative as defined in the IRS code Section 152).

FAQ links:
- FSA — Account use and eligibility | HealthEquity | Help Center
- DCFSA — Account use and eligibility | HealthEquity | Help Center

2. Money Management Tools

**USC iGrad**
iGrad helps you build a personalized plan to improve your money management, career, and student loan skills. With recommended video tips, quick financial lessons, personalized job search and more, you will be ready to tackle life after school in no time. Open to USC faculty, staff, and students.

3. Tuition Assistance

**Tuition Exchange Program**
The program provides an opportunity for children of employees of 700+ member schools to earn an undergraduate degree at another school within the Tuition Exchange program at significant savings.
Tuition Assistance Benefit Program
If eligible, children of employees who are admitted to USC may attend 100% tuition free.

Note that for employees hired on or after January 1, 2019 who make over $280,000 annually, the benefit for children in graduate programs is 50% tuition. Spouses of employees hired on or after January 1, 2019 attend at a 25% discount.

4. Credit Union

USC Credit Union
Not-for-profit financial cooperative offering lower rates and other benefits for current USC employees, faculty, staff, students, and alumni members.

5. Retirement

USC Retirement Savings Program
USC is committed to supporting your retirement savings by making a 10% employer contribution when you contribute 5% and to providing you with as many options as possible to maximize your retirement savings opportunities.

Retirement Guidance Workshop
Emeriti Center offers this program for all USC faculty and staff several times a year — covering Social Security, Medicare, USC privileges for retirees, and perspectives from current retirees.

Retirement Guidance Counseling
Personal consultations are available on an ongoing basis from all of USC’s retirement investment providers, at no charge. These 30-minute sessions give you a chance to review your USC retirement savings accounts with a retirement planning and guidance consultant from your investment company.

6. Perks and Discounts

USC Discounts
Employees can purchase discounted tickets to campus-based events and theme parks, USC bookstore, USC gym memberships, and much more.

Anthem Blue Cross Health Plan
Special discounts available to employees who have Anthem Blue Cross as their health plan choice.

7. Financial Wellness Classes

Fidelity
Fidelity offers financial wellness education, planning, and resources to help you plan, save, and invest for the future. Free consultations with a financial planning consultant are available to all USC employees.

Women Talk Money series by Fidelity
Fidelity offers this live, monthly Q&A session that focuses on the factors that impact women financially (longevity, the pay gap, career breaks, invisible labor, and more).

Vanguard
Vanguard offers an on-demand virtual education series as well as monthly live webinars to help you plan, save, and invest for the future. Note: you do not need to be a participant with Vanguard and can sign up as a guest.

TIAA
TIAA has expanded their online virtual retirement planning and guidance offerings to help you plan, save, and invest for the future. Note: you do not need to be a participant with TIAA and can sign up as a guest.

Life Insurance- AD&D
Life insurance protects your loved ones financially in the event of your death. Accidental death and dismemberment (AD&D) provides an additional benefit if you die or become dismembered due to a specially covered accident. USC provides all benefit-eligible employees with $50,000 in basic life and AD&D coverage. Remember to update your beneficiaries. Designating a beneficiary ensures your insurance benefits are distributed properly.

8. Legal Insurance

Voluntary Benefits
Your financial confidence goes well beyond health coverage, which is why we have made various enhanced coverage options available to you through MetLife. You can enjoy the same feeling of confidence provided by health insurance to other aspects of your life. Together, the complementary benefits you choose helps provide protection for what matters most to you.

• Critical Illness Insurance
• Hospital Indemnity Insurance
• Accident Insurance
• Legal Plans Coverage
• Identity & Fraud Protection
• Pet Insurance
Safety, Support, and Compliance Well-being

Safety, support, and compliance well-being refers to the individual and organizational practices and policies that promote optimal health and productivity, limit hazards, and mitigate crises.

1. Campus Support and Intervention

Campus Support and Intervention

Campus Support and Intervention (CSI) is an office within Campus Wellbeing and Crisis Intervention. CSI connects with members of the USC community when they need support in achieving their academic, professional, and/or personal goals. They provide individuals with guidance, assistance, and relevant campus and community resources.

Trojans Care for Trojans

Trojans Care for Trojans (TC4T) is an initiative within the Office of Campus Wellbeing and Crisis Intervention that empowers USC students, faculty, and staff to take action when they are concerned about a fellow Trojan challenged with personal difficulties. This private and anonymous request form provides an opportunity for Trojans to help a member of our Trojan Family.

Note: If you are concerned about someone who has experienced sexual/gender-based harm, please contact the confidential services at Relationship and Sexual Violence Prevention Services (213) 740-4900. If you would like to report an instance of sexual/gender-based harm, you can contact the Title IX Office (213) 821-8298. Each TC4T submission will be reviewed and responded to by a staff member from Campus Support and Intervention (CSI) within the Office of Campus Wellbeing and Crisis Intervention. For more information, contact CSI at (213) 740-0411.

2. Campus Public Safety

Department of Public Safety

The department’s primary mission is to provide a safe and secure environment on campus and in the local USC community that allows students, faculty, staff, and campus visitors to realize their academic and social pursuits.

DPS Emergency Phone Numbers
For 24-hour emergency assistance or to report a crime:

- UPC (213) 740-4321
- HSC (323) 442-1000

DPS Non-Emergency Phone Numbers
For 24-hour non-emergency assistance or information:

- UPC (213) 740-6000
- HSC (323) 442-1200
**LiveSafe Safety App**
Download the LiveSafe Mobile Safety App for immediate contact with USC Department of Public Safety, anonymous reporting, and emergency response procedures.

**Emergency Response Cardinal Folder**
Faculty and staff can review the Emergency Response Cardinal Folder for instructions on how to respond in emergencies.

**USC Report & Response**
The USC Report & Response website is an easy-to-use portal where USC community members (students, faculty, staff, patients, and visitors) can make a report – anonymously if preferred – of an incident they have witnessed or experienced that violates university policies or goes against our [Unifying Values](#).

**USC Emergency Information**
Central website for USC faculty and staff to stay connected regarding on campus safety related news and updates.

**Self-Defense Classes**
The Rape Aggression Defense System (RAD) teaches men and women realistic self-defense tactics and techniques. RAD training is free to students, faculty, staff, and community members. For most up-to-date information, click on the link above.

**3. Office for Equity, Equal Opportunity, and Title IX**

**Office for Equity, Equal Opportunity, and Title IX (EEO-TIX)**
EEO-TIX’s mission is to eliminate discrimination, harassment, and retaliation; advance equal opportunity and inclusion; and execute anti-discrimination enforcement and compliance functions related to sex, race, national origin, disability, age, religion, and other protected characteristics.

**4. Environmental Health and Safety**

**USC’s Office of Environmental Health and Safety (EH&S)**
Our primary focus is to provide a safe and environmentally healthy workplace and learning space for students, employees, and the surrounding community.

**COVID-19 Resource Center**
A source of information, updates, and support for the USC community.

To notify the university of a case, please complete the “Contact Tracing Form” in my [SHR](#) (located in my SHR>Messages>New Messages).
WorkWell Health & Well-being Resource Directory

We hope that this WorkWell Health and Well-being Resource Directory is useful in supporting you and your colleague’s health and well-being as well as the broader campus and community. We encourage you to share these resources and also let us know if you come across any further resources that we can consider adding. Please also reach out if you come across any broken links or errors so that our team can keep the document as current as possible.

We thank all of our USC partners, experts, and stakeholders for their commitment and dedication to health and well-being.

Fight on, trojans and stay healthy!

Contact Information

For general inquiries, questions, or suggestions, please contact:
Julie Chobdee, MPH
Associate Director, Health and Well-being Program,
USC WorkWell Center
jchobdee@usc.edu

To notify us of any outdated information, broken links, etc. please contact:
Suzzane Huynh,
Health and Well-being Program Coordinator,
USC WorkWell Center
sanhuynh@usc.edu

To contact any of the members of the USC WorkWell Center team:
Lara Hilton, PhD, MPH,
Director, USC WorkWell Center
lhilton@usc.edu

Cindy Ryan, PhD, LMFT, CEAP, ACC
Associate Director, Clinical Services
ryancynt@usc.edu

Jessica Ayala, LCSW,
Employee Assistance Professional
ayalajes@usc.edu

Tom Badzey
Employee Assistance Professional
tbadzey@usc.edu

Ebony Watson
Employee Assistance Professional
ebonyw@usc.edu

Karla Sifuentes
Communications and Marketing Coordinator
ksifuent@usc.edu

Last updated: July 2024