

## Promote Health and Wellness

WELL Health-Safety 2020

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### HOW TO USE THIS DOCUMENT:

This document is intended to serve as a guide on how to create a project **policy and / or operations schedule to promote adherence to collective wellness and sustainability goals and a deeper occupant understanding of the features pursued by the project and of how building operations and policies impact health and well-being.**

This document is meant to demonstrate an acceptable degree of detail for a documentation submission. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented. The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual policies/protocols have been enacted in the project areas.

### FEATURE REQUIREMENTS:

#### **Promote Health-Oriented Mission**

*The project establishes a health-oriented mission that meets the following requirements:*

- a. Outlines the project's objectives for health promotion.*
- b. Connects supporting and improving occupant health to the organizational objectives or mission statement.*

**AND**

#### **Provide Feature Guide**

*A physical or digital feature guide is prominently displayed and/or made widely available to all occupants, meeting the following requirements:*

- a. Describes the features achieved by the project.*
- b. Explains how the features achieved by the project impact occupant health and well-being and support the project's health-oriented mission described in Promote Health-Oriented Mission.*

**AND**

#### **Provide Occupant Communication**

*The following requirement is met:*

- a. Quarterly communications (e.g., emails, modules, trainings) are sent to regular building occupants, and onboarding communications are given to new employees, about health resources, programs, amenities and policies available to them addressed by the features achieved by the project.*

### WELL Core Guidance:

To earn this feature, the requirements should be met in the whole building.



The below sample documentation is intended to provide guidance for creating an effective health and wellness policy. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

## EXAMPLE DOCUMENT

### Example for Feature Section - Promote Health Oriented Mission

#### [Company's] Health Oriented Mission

[Company's] employees comprise over 80% of our assets and are a key part of what makes our business thrive. Therefore, [Company] has made the clear choice to meaningfully invest in our employee's health through providing a comprehensive set of health benefits, health-based policies, and facility improvements.

#### Our Mission

*From the beginning, [Company's] mission has been to [e.g., bring health and well-being to the world, through our healthy food options, enjoyable food service and rejuvenating dining environment.]*

#### Goals and objectives for Health Promotion

- Stand up an internal [Company] team dedicated to employee health.
- Incorporate health and wellness in a holistic manner that drives our company mission, values and pillars of excellence.
- Invest in employee programs and policies to support overall health and well-being (e.g. mental, physical, social, etc.)
- Achieve a WELL Health-Safety Rating [e.g. within 3 months].
- Align health and wellness initiatives with [Company's] culture and commitment to excellence and innovation.
- Achieve full WELL Certification [e.g. within 1 year].

#### Health-Oriented Mission

*[Company] is built on an image of promoting health through [e.g., our healthy food products]. Employees are the face of [company] and their health is tantamount to the company's image. Therefore, [company] invests in robust employee health benefits programs and policies. [Company] also invests in health and well-being focused space design and construction to benefit the health of employees and customers.*

## EXAMPLE DOCUMENT

### Example for Feature Section – Provide Feature Guide

#### Policy for Providing Feature Guide

At [Company] materials and communications are provided to allow occupants to familiarize themselves with and benefit from WELL Health-Safety Rating features that are achieved by the project, including:

1. A guide (prominently displayed and/or made widely available to all occupants) explaining each feature that was pursued by the project:
  - a. *Example: A project specific feature-by-feature WELL Health-Safety Rating guide is located in the elevator lobby. Occupants may read about each WELL feature incorporated in the project, including instructions on where to see examples of the feature in practice.*
  - b. *Example: A guide detailing each of the WELL Health-Safety Rating measures pursued by our project is stored on the internal website. Employees are sent a link to the guide at the beginning of each calendar year so that they can re-read about the ways their environment, benefits and policies can better support their health and well-being. New employees are sent a link as part of their onboarding process.*
2. Information in the guide explains how the WELL Features achieved by the project impact occupant health and well-being and support the project's health-oriented mission described in Promote Health-Oriented Mission:
  - a. *Example: The guide is organized into sections that cover each category of WELL Health-Safety Rating features (e.g. Health Service Resources, Air and Water Quality Management, etc.). Within each section, individual features have their own page that includes:*
    - i. *An explanation of the feature*
    - ii. *A description of which part(s) of the company's health-oriented mission that feature supports*
    - iii. *Guidance on the feature's intended impact to each employee's health and well-being.*
  - b. *Example: Upon completion of the project documentation review, the project will utilize the final WELL Health-Safety Report which lists all Features achieved with a brief description of the scope for each.*

## EXAMPLE DOCUMENT

### Example for Feature Section – Provide Occupant Communication

#### **Policy for Providing Occupant Communication**

Our project has committed to onboarding communications, as well as quarterly communications, to keep occupants aware of the available health resources, programs, amenities and policies available to them addressed by the features achieved by the project.

[Name (redacted)] in [department] is responsible for the communications and can be contacted at [contact information (redacted)] with any questions. The following schedule outlines our communications plan:

Employee Onboarding	Quarter 4 2020	Quarter 1 2021	Quarter 2 2021	Quarter 3 2021
Ex: Employee Handbook outlining company health benefits, policies and programs	Ex: Flu prevention campaign and email alerts regarding on-site flu vaccine clinic	Ex: Group Fitness Challenge	Ex: Emergency Preparedness Training (CPR, first aid and AED usage)	Ex: Community Volunteer Activity
Ex: Office tour highlighting company health and wellness amenities provided	Ex: Wellness Newsletter (e.g. mental health programs)	Ex: Health Newsletter (e.g. highlight company smoking cessation program)	Ex: Wellness Newsletter	Ex: Book Club
Ex: WELL Health-Safety Project Feature Guide	Ex:	Ex:	Ex:	Ex:

#### **TIPS FOR MULTIPLE LOCATIONS**

- For multiple locations, this Policy and/or Operations Schedule is categorized as Shareable. It may be shared across multiple locations, as long as they all meet the same strategies that are outlined in the document. Certain aspects of the Policy that include different strategies (such as the Feature Guide and/or occupant communication) will need to be evaluated for each individual project location.