**Chapter 12:**

**Management of health and wellness programs for employees in foodservice, hospitality, and tourism businesses**

**Test Questions**

*Multiple Choice*

1. “More than the absence of disease; it also includes lifestyle behavior choices to ensure health and avoid preventable diseases and conditions” is the definition of:
	1. Emotional wellbeing
	2. Financial wellbeing
	3. Physical wellbeing
	4. Social wellbeing
2. “The ability to communicate, develop meaningful relationships with others, and maintain a support network that helps overcome loneliness.” is the definition of:
	1. Emotional wellbeing
	2. Financial wellbeing
	3. Physical wellbeing
	4. Social wellbeing
3. “The ability to practice stress-management techniques, be resilient, and generate the sentiments that lead to good feelings.” is the definition of:
	1. Emotional wellbeing
	2. Financial wellbeing
	3. Physical wellbeing
	4. Social wellbeing
4. Communicating a wellness plan requires all of the following *except:*
	1. A clear and concise message
	2. Messaging from every department
	3. Responsibilities of the organization and the employee
	4. Rewards and incentives available
5. Conducting assessments and baseline measurements can be efficiently done through all of the following methods *except:*
	1. Evaluating the workplace wellness culture in general
	2. An employee survey of their needs and interests
	3. Reviewing group health plan utilization rates
	4. Analyzing the current health level of the organization’s leader
6. In the *strategize* step of planning a wellness program, all of the following are important to consider *except*:
	1. Who is responsible for overseeing the program’s progress?
	2. What are the goals and objectives of the program?
	3. What benefits will the company receive from the program?
	4. What is the budget for this program?
7. All of the following are useful metrics for measuring the effectiveness of a wellness program *except:*
	1. Management turnover
	2. Participation rates
	3. Program completion rates
	4. Health care cost reduction rates

1. Wellness programs should include which of the following features?
	1. Buy-in from upper management
	2. Large and costly events
	3. Required participation
	4. Strictly enforced requirements

1. Examples of wellness challenges include all of the following *except*:
	1. Drinking more water
	2. Losing weight
	3. Walking more
	4. Traveling more
2. “Confidential phone counseling, long term programs, and advanced support” is an example of which employee health and wellness program?
	1. Give employees autonomy
	2. Flexible schedules and workspaces
	3. Employee assistance programs
	4. Encourage small changes
3. When obtaining management support for a wellness program what is one of the questions you should ask?
	1. What are the organization’s short and long term strategic priorities?
	2. Does a committee need to be established to oversee the program’s progress?
	3. What is the budget of this program?
	4. What are the goals and objectives of the program?
4. Sample metrics for an employee wellness program include:
	1. Percentage of employees who travelled more
	2. Number of sick days used last year by employees
	3. Percentage of employees who stopped smoking or lost weight
	4. Water usage in the office

*True/False*

1. It makes sense for a company of any size to build an on-site fitness center for their employees.

F

1. Employees need time to relax and recharge during the workday, not only outside of work.

F

1. A one-time health challenge or event is enough to change employees’ behaviors.

F

1. Encouraging small changes over time is the best way to change employees’ behaviors and habits.

T

1. It is not important to measure wellness program results over time.
F
2. When designing the wellness program components it is not important to keep in mind HIPPA privacy law concerns.

F

1. “How are rewards verified to confirm specific behaviors and actions have occurred?” is one of the questions you should ask when developing a rewards program for a wellness program.

T

1. For every dollar invested in wellness activities and programs, employers save roughly $3 in healthcare costs.

T

*Short Answer*

1. Name and describe at least one example of a workplace wellness program for each of these categories of wellbeing: physical, emotional, social, and financial.

See section 12.6.

1. Describe some potential components of a health and wellness fair.

Even without a medical center, companies can still organize a small health fair or other event with health screenings. A health fair is a “workplace event that features educational activities related to a variety of health issues,” and can be extended to a **health and wellness fair** by considering non-physical issues as well. Features could include risk assessments for things like high blood pressure, education on topics like nutrition or smoking cessation. Optional vaccinations could also be offered as a convenient way to receive a flu shot or other recommended inoculation. Holistic health components can also be included like chair massages, and other vendors that offer alternative medicines like acupuncture, acupressure, or reiki. Local gyms, spas, emergency medical services, and restaurants may also be interested in participating. Workshops could be offered on topics like feng shui, reflexology, meditation and mindfulness, and more. Keep the content educational and interactive, and try incorporating raffles, demonstrations, and other fun activities. Promoting the event is essential to increasing attendance; try voicemail message reminders, table tents in shared spaces, emails, announcements at company meetings, intranet posters, flyers throughout the premises, etc.

1. Name and describe two things to consider while developing a reward system for achievements.
* What are the rewards being used?
* How frequently are rewards granted?
* How much value does each reward carry?
* What mix of activities and/or outcomes are being rewarded, and why?
* How are rewards verified to confirm specific behaviors and actions have occurred?
1. Name and describe three examples of employee health and wellness programs

See Section 12.7

1. What are the six steps in starting an employee health and wellness program?

See section 12.8