

2014

Wellness Program Proposal

Borrowers Public Library



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THE BORROWERS PUBLIC LIBRARY

WELLNESS PROGRAM

PROPOSAL

OVERVIEW OF COMPANY:

The Borrowers Public Library (the “Library”) is a company of 75 employees and is celebrating its 50th Anniversary. There are three Library branches that serve the community of the Town of Bookville which consists of approximately 75,000 people.

The mandate of the Borrowers Public Library is to provide a place and space for people in the community to read, learn and communicate through various services and programs that the Library offers. In addition to these services the Library also provides:

- Librarianship
- Computer support
- Research
- Events
- Client service
- Book Clubs
- Children and Teen Programs
- Adult and Senior Programs

The Library branches are the hubs of the community. They are busy and thriving places for people to enjoy.

HEALTH IN THE WORKPLACE

Personal wellness, whether at home or in the workplace, is a balance of physical, emotional, intellectual, interpersonal (social), spiritual and environmental wellness. However, with sedentary jobs, long commutes to work, unhealthy eating practices, stress both at work and at home - Canadians are not doing a very good job of looking after their personal health and wellness. “High blood pressure, high cholesterol, gastrointestinal disease and back pain are among the top 10 health problems of employees” (DuBois-Maahs). Statistics Canada shows that “59% of Canadian adults are either overweight or obese” (Vaez) while information from Public Health Canada states “45% of Canadian adults have three or more health risk factors” (Vaez). These factors will increase Canadians’ chances of having chronic health conditions.

In March 2004, an Ipsos-Reid Survey stated that the main reasons for employee absenteeism were:

- “Depression/anxiety/other mental health disorders - 66%
- Stress - 60%
- [Negative] Relationship with supervisor or manager - 44%

- Co-worker conflict in the workplace - 28%" ("Benefits of Implementing a Workplace Wellness Program")

"Full time employees, especially those between the ages of 35 and 44, are the group with the highest "burnout factor". They deal with stressors in emotional, financial, professional and physical health areas" (Huberman).

In Canada, "employees, on average, took 9.3 sick days in 2011 and absenteeism cost the Canadian economy \$16.6 billion in 2011" ("Sick Days Cost Canadian Economy \$16.6B"). A study has found that the rising costs of healthcare will increase "between 2.5 and 3 times the current amount by 2019 causing employer benefit costs to go up by \$11,000.00 per employee by 2019" (Purdy).

As an employer becomes aware of the health issues of its employees, it will also become aware of presenteeism. Employers need to realize that when employees come to work sick they are distracted, they have lack of concentration and lack of focus in their job. Employers also need to understand that just having the employee "present" does not mean that they are productive (Huberman).

According to a 2006 study conducted in the United Kingdom, of 300 individuals who worked as firefighters, police officers, train operators, teachers and librarians, it was librarians who suffered the most stress in their workplace. The absenteeism of these employees was also higher. One of the complaints of the library employees was the physical environment as they worked among dusty stacks and books all day. They also felt that they had little control over their career and that their skills were not being utilized to their full potential ("Librarians Suffer Most Stress").

Library employees also face the challenges of sedentary work, repetitive strain injuries, and noisy patrons, long periods of time in front of computers and the stress of providing client services ("Workplace Wellness@Your Library: A Symposium"). Given the costs associated with being inactive, a study estimates that less active employees are less productive at their jobs by three hours per week. Living a sedentary life, whether at work or at home, can be a means for many illnesses associated with long periods of sitting. Heart Disease, diabetes, cancer and other conditions are risks associated with the lack of muscle movement that exists when sitting for too long. Sitting is now being referred to as the "new smoking" (Hutchinson).

As well, Library employees have to deal with the lack or overload of mental motivation which can leave them with a loss of achievement and loss of satisfaction and success in their job (Chaffin, Jeffress, and et al).

EFFECTIVENESS OF WELLNESS PROGRAMS

The cost spent on a Wellness Program is well worth the return on investment. "For every dollar...the returns have been cost savings of between \$2.30 and \$10.10... fewer sick days, reduced WSIB/WCB claims, lowered health and insurance costs" ("Benefits of Implementing a Workplace Wellness Program"). When Workplace Wellness Programs are in place, a study by Dr. Michael Rouse, director of the Health Sector MBA with the Ivey School of Business, revealed that the return on investment of wellness programs resulted in a "savings of 1.5 to 1.7 absent days per employee, per year which gave the employer health costs savings of \$250 to \$275 (approximately) per year, per employee" (Huberman).

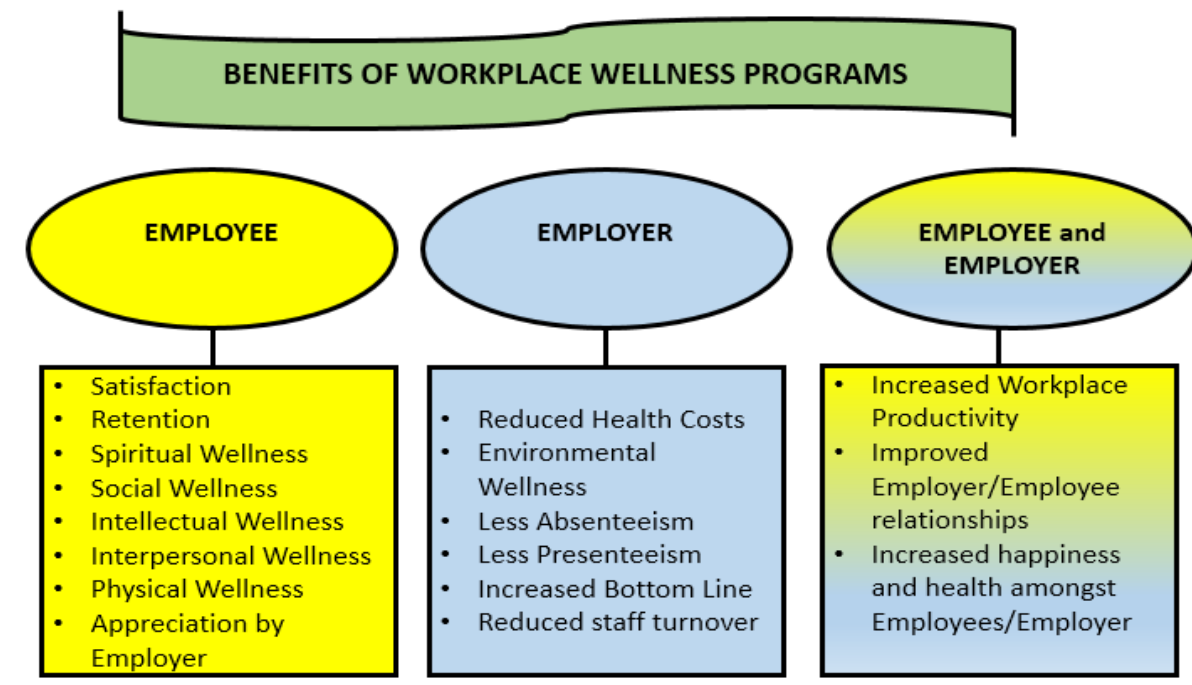
After surveying a number of Canadian employers regarding implementing a Health and Wellness Program in their workplace, “83% see a healthy workplace culture as the desired wellness program outcomes (Purdy).

By building a positive work environment, “45% of employees agree that a Health and Wellness Program would encourage them to stay in their current job” (Purdy) and “77% believe that a health and wellness program would positively impact work culture” (Purdy).

By incorporating physical activity in the workplace, it encourages employees to also be more active at home. A good Health and Wellness Program will provide stress management techniques that will help reduce stress, which the United Nations has called “the 20th Century Disease” (“Benefits of Implementing a Workplace Wellness Program”). The end results will be:

- Gain in productivity
- Lower absenteeism
- Happier employees
- Retention of employees
- Positive work environment
- Lower medical costs
- Reduction in stress
- Improved employee relationships
- Improved health and wellness of the employee both in the professional and home life (“Active Living at Work”).

Being successful in a Wellness Program will allow employees to feel good about themselves and their job. This will boost self-esteem, morale and confidence and therefore employees will be more productive. As this reflects on the company, the employer will be able to acknowledge the strides the employees are making and both the employer and employee will feel proud about their workplace (Boyce).



(Purdy)

THE BIG QUESTIONS

What will it take to help the Library employees make this Library a success? How does the Library provide its employees with a healthy workplace environment that exudes with emotional, spiritual, physical, intellectual and interpersonal happiness? How does the Library inspire passion and energy among the employees? How does having a Workplace Wellness Program help the Library's bottom-line? The first place to start is to conduct a Needs Assessment Questionnaire. This will provide the employer with information that will show the needs of the employee.

A Needs Assessment Questionnaire was conducted on all 75 employees of the Library. The results are as follows:

- The general health of the employees was rated as: **FAIR** ("Healthier Worksite Initiative Healthy Days")
- 85% of employees say they are extremely stressed
- 75% of employees cannot relax
- Major barriers stopping employees from making a change:
 - Not enough time
 - Not enough money
 - Do not know how to get started

- Within the next 12 months, employees would like to:
 - Lose weight
 - Learn about healthy diet
 - Exercise on a regular basis
 - Learn stress management techniques
 - Cut down on medications
 - Maintain proper blood pressure
 - Improve sleeping habits
 - Manage time better ("Healthy Living...taking Action! Lambton Workplace Action Guide")
- 65% of employees advised that they do not participate in physical activity for at least 0 minutes a day and that 35% do not participate in physical activity at least once per week("Healthy Living...taking Action! Lambton Workplace Action Guide")
- It was asked what kind of wellness initiatives would employees like to see in the Library:
 - Healthy food choices in the vending machines
 - Stress management techniques like yoga, time management techniques
 - Walking club
 - Gym memberships
 - Social events
- The demographics of the employees:
 - 33% have children under the age of 16
 - 7% look after their parents
 - 20% do not have children
 - 40% have children over the age of 16
- 75% of employees would like lunch hour and/or after work programs if a Wellness Program was incorporated
- 20% would like a “before work” program
- 5% did not have an opinion as to what time of day they preferred

- The overall reaction by employees to implementing a Workplace Wellness Program was 87% who were extremely interested in a Wellness Program ("Healthy Living...taking Action! Lambton Workplace Action Guide")

A copy of the Needs Assessment Questionnaire is attached to this Proposal as Appendix I.

WELLNESS PROGRAM VISION STATEMENT

It is best to include, in a Wellness Program, a Wellness Program Vision Statement. This will demonstrate to the employees that the employer is committed to the Program, that the employer cares and appreciates its employees and that the employer wants the employees to be successful in their initiatives:

The Borrowers Public Library is committed to providing all of its employees with a supportive, safe, healthy and happy workplace environment. The Borrowers Public Library will provide services and programs to improve the physical, emotional, , interpersonal (social), intellectual and spiritual quality of life of its employees ("A Guide For Building a Workplace Wellness Program").

ELEMENTS OF THE PROGRAM

In order to have a successful Wellness Program, the following elements must be met:

- The Wellness Program must be embraced by the employer and its employees. In order to achieve an effective Wellness Program, the Program must have support and participation from higher management. Senior levels of staff are seen as key components to the contribution by employees to the Program ("A Guide For Building a Workplace Wellness Program").
- The Wellness Program must be voluntary and open to all employees. However, encouragement and shown participating by upper level management will aid in the recruiting of employees.
- The Wellness Program must be marketed on a continual basis and emphasize the benefits of the Program. In order for the Program to success, employees need to be involved.
- The Wellness Program is not a short term event. In order to see the full rewards of a Program, an employer must realize that it takes approximately 5 years to see long term results. However, during the process of implementation and operation of the Wellness Program there will be evident results shown such as lower absenteeism, lower presenteeism, happier and healthier employees resulting in more productivity and a higher bottom line ("A Guide For Building a Workplace Wellness Program").
- The Wellness Program must meet the needs and concerns of the employees. The use of the Needs Assessment results and demographics of the employees must be taken into account to run an effective Wellness Program.

- The Wellness Program must provide incentives or recognition for participation by employees. A supportive work environment is imperative to achieve success ("A Guide For Building a Workplace Wellness Program").
- The Wellness Program must be monitored and evaluated. To make sure that events and programs are working and employees are taking part in them, allows the employer and employee to see that goals are being met. Tracking progress is crucial for success ("A Guide For Building a Workplace Wellness Program").

WELLNESS COMMITTEE

Create a Wellness Committee. This will be an important step in building a healthy workplace. The Wellness Committee will consist of employees that cover the different age ranges and needs. The Wellness Committee will be the go-between for the employer and the employees to ask for help or answer questions about the Program. The Wellness Committee will:

- plan and implement programs and events pursuant to the Needs Assessment results
- create signup sheets for programs and events
- provide leadership and direction ("A Guide For Building a Workplace Wellness Program")
- promote and market the Program
- liaise with local businesses to incorporate them and their services into the Wellness Program such as Weight Watchers, local gyms, doctors/pharmacists
- encourage and recruit employees to join the Wellness Program and to volunteer for events
- provide feedback to employer on employee satisfaction or issues and concerns that may arise from the Wellness Program ("A Guide For Building a Workplace Wellness Program")
- be trained in CPR (paid by the Employer).

GETTING THE WELLNESS PROGRAM STARTED

The marketing and promotion of the Wellness Program is very important in recruiting employees to join. Showing a joint effort between management and the Wellness Committee is key to achieving goals and being successful. The word needs to get out – Communicate!

Market to Employees

The Wellness Committee will market the Wellness Program to employees and upper level management by:

- arranging bi-weekly meetings that include senior level management and how they are being active in the Wellness Program

- sending internal emails on a regular weekly basis with a schedule of the weekly events
- creating and hanging posters in staff only areas promoting the Wellness Program ("Marketing Workplace Wellness to Employees")
- hanging posters and/or handing out brochures from local businesses who are participating in the Wellness Program
- arranging to have the Chief Librarian and Head Librarians attend the different courses offered
- creating an employee only website promoting the Wellness Program and listing all of the things that will be happening together with a list of healthcare facilities for both physical and mental health.
- working with local doctors/pharmacists to provide in-house flu vaccinations for the winter season.
- providing healthy snack and drink options – free – in the staff room leave brochures about the Wellness Program beside the basket of healthy food choices.
- promoting and marketing incentives to employees such as free gym membership – employer to work in association with the local gym for reduced corporate rates for membership and classes– cost to be paid by employer (Lastowka).
- providing online tracker for employee progress.
- creating an RSS Feed of local websites that offer healthy options for food, spirituality quotes, exercise, stress management techniques, etc. ("Marketing Workplace Wellness to Employees") and
- offering fact sheets and handouts at sessions and events.

EVENTS AND PROGRAMS OFFERED

Yearly Schedule

Daily Events – All Branches

**Note: Employees, employer and senior level managers will be referred to as "staff"*

Walking Club – "Before Library Doors Open" - Library opens at 9:00 a.m.

All staff are welcome to join the "Before Library Doors Open Walking Club" – walk for 20 to 30 minutes before the day either outside or use the indoor walking track in the local gym. Allows staff to be physically active, interact with colleagues and get ready for the day.

Gym Memberships (as part of employment)

All staff are invited to use the local gym facilities. The gym is open from 6:00 a.m. to 10:00 p.m. Monday to Friday and 7:00 a.m. to 8:00 p.m. on Saturday and Sunday. Take full advantage of classes offered such as spinning, yoga, Zumba, boot camp, Pilates, weight and conditioning class and much more. There are lots options for own personal use whether it is working out at the staff's leisure or joining one of the scheduled classes. Gym memberships and classes are free to all staff. Staff will be physically active and reduce stress. This is offered in accordance to feedback received in the Needs Assessment Questionnaire.

Provide Healthy Snacks and Drink Options – Free – in the staff room.

All staff are welcome to free healthy snacks and drinks. These will be located in the staff room and replenished on a daily basis. This will promote healthy eating and healthy living.

Weekly Events

All staff from all branches are welcome to attend. There will be similar weekly events occurring at each branch. Some events may be on a rotational basis.

Weekly Schedule and Progress Tracker posted on line by Wellness Committee.

Every Monday morning at 10:00 a.m. - Staff will receive and have access to inspirational quotes, schedule of events and Progress Tracker. The Wellness Committee will ask for any questions or concerns staff have with the Wellness Program.

Weight Watchers In the Workplace ("Put Weight Watchers to Work for You") :

Every Wednesday from 12:00 to 1:00 p.m., a Weight Watchers consultant will attend in the Library's large boardroom, of each branch, for staff who wish to be part of the Weight Watchers Program.

There will be a sign up sheet for this Program.

A weekly donation of \$5.00 to the local Food Bank will be charged to each participant.

Participants are to bring their own healthy "Brown Bag" lunch.

The consultant will do a confidential weigh in and talk about the Weight Watchers subject of the week.

Stress Management Techniques :

Lunch seminars – Every Tuesday from 12:00 to 1:00 p.m. – This will take place in the Library's large boardroom at each branch. Speakers/presenters, etc. will be brought in to discuss stress management techniques and will be on a rotational basis - there will be a different topic each week. Here are the first 6 weeks of the program:

- Organization of clutter
- How to manage your Teen
- Caring for Elderly Parents

- Meditation
- Humour and Laughing
- Massage Therapists – will be giving 10 minute massages

This will allow staff to destress and learn new things. These seminars will provide emotional, intellectual and spiritual healing. These stress management seminars were requested as part of the Needs Assessment Questionnaire.

Yoga Classes:

Lunch Yoga classes – Every 2nd Thursday from 12:00 to 1:00 p.m. A yoga instructor from the local gym will come and provide yoga instruction to staff. This will take place in the Library's large boardroom at each branch.

There will be a sign up sheet for these classes.

Each participant must bring a yoga mat and comfy gym clothes.

This will help staff deal with stress and provide relaxation methods and techniques that were requested in the Needs Assessment Questionnaire.

Chef to Teach Quick Healthy Meal Cooking (weekly for 12 weeks):

Every Friday from 12:00 to 1:00 p.m. – Local chefs will be brought in to teach healthy cooking skills and provide healthy recipes. This will be located in the Staff Room of the Main Branch. All staff from all branches are welcome to attend.

There will be a sign up sheet for this program.

Staff must bring a plate and cutlery. Lunch will be provided. Copies of the recipes will be provided to staff.

This will provide staff with healthy food options that can be prepared very quickly. A major concern of staff was the lack of time when they got home to prepare meals and spend time with their family. This will be very educational.

Monthly Events

Bowling: Staff (from all branches) gather together once a month to go bowling:

All staff are invited to attend Berties Bowling Lanes on or around the 20th day of each month (the date will be provided to staff by the Wellness Committee). This will allow staff to meet each other, have fun and get some physical activity.

Once a month –Pot Luck - Taste and Share (at each branch):

Staff are invited to bring in healthy pot luck meals or snacks to share with employees. This will take place on the last Thursday of each month. Dates will be confirmed. Staff can swap recipes and talk about their achievements in the Wellness Program. The Pot Luck – Taste and Share will take place in the large boardroom of the Library at each branch.

As sign up sheet of participants and their meals will be posted.

This will allow staff to mix and mingle and get to know their colleagues and management.

Celebrate Employees' Achievements –Every Three Months (at each branch):

Staff will gather for a celebration in the Library's large boardroom of each branch– Senior level management will present gift cards, from local businesses, to celebrate employees' achievements in the Program. The gift cards will be for free massages, pedicures, manicures, car service, gas cards, transportation coupons; provide free books promoting healthy choices.

This celebration will boost morale and confidence amongst the employees. As well, it will improve employer/employee relationships.

Seasonal/Yearly Events

Springtime Hike:

All staff and their families will be invited to attend the Springtime Wellness Hike. This hike will take place mid May. The Wellness Committee will post dates and a signup sheet for this event. The hike will take place at Harvey's Hilltop and will be for all ages.

Summer Company Picnic -for employees and families:

All staff and their families will be invited to attend the Library Summer Picnic which will occur in mid July at the Bookville Basket Campground. Actual dates and times will be confirmed.

Fall Movie and Pizza Night – Employees and families

All staff and their families are invited to attend. There will be two movies shown on separate evenings: one for staff with young children and one for staff with older children. Pizza, popcorn and drinks will be served. This will take place in the Library after hours.

Christmas Dinner and Dance for Staff and Partners:

All staff and partners will be invited to attend the Library's Annual Christmas Dinner and Dance. A theme will be presented each year. This will occur on the first Friday of December.

Santa is Coming to Town – Event for employees, children, and families

All staff and their families are invited to attend the annual Santa is Coming to Town event. Healthy snacks will be served and Santa will visit the Library. Christmas stories will be read and Christmas songs will be sung. Gifts will be provided to the younger children and gift cards will be provided to the older children.

Flu Vaccination

All staff and their families will be able to receive free flu vaccinations in the Library beginning mid November of each year.

All yearly events will be planned and implemented by the Wellness Committee. There will be tickets and signup sheets for each event. Ample notice of each event will be given. These events are provided pursuant to the results of the Needs Assessment Questionnaire. This will give staff a chance to bring

their families to meet their colleagues and bosses. This will provide interpersonal (social) and intellectual wellness to all staff.

Other

Employee Assistance Directory:

The Wellness Committee will provide a complete list of local health practitioners, dentists, optometrists, psychiatrists, etc. and the services they offer.

Once a Year – Look at Workplace:

The Wellness Committee will arrange a staff meeting to discuss the workplace environment and improvements and/or additions that could be made. Employer will agree to add ergonomically correct equipment to help employee be safe and comfortable in the workplace.

Once a Year - Declutter Work Space:

The Wellness Committee will arrange a day where the workplace is decluttered allowing for a comfortable and safe workplace. This will provide staff with a healthy and organized workplace environment.

EMPLOYEE EVALUATION

When creating an evaluation of the Wellness Program, keep in mind the key measurements of all evaluations. Evaluation enables the employer to determine the Wellness Program outcomes which in turn will justify the existence of the program. Also, evaluation allows the employer to do budget allocations on programs that are effective and worthwhile. These assessments provide information that can be shared with employees to show how the Wellness Program is being received ("Evaluating Your WorkPlace Wellness Program").

Remember to keep in mind when doing evaluations that:

- Participation
- Program Satisfaction
- Behaviour Change

are important factors in data and results ("Evaluating Your Wellness Program for Success!").

Evaluations that will be provided to the Employer:

- Once each individual program is complete, there will be an online employee questionnaire/feedback form to complete (voluntary and anonymous) through an online survey provider
- The Wellness Committee will provide the employer with an analysis of the results of the survey.

- At year end, the employer will have the Human Resources Department provide a costs analysis of:
 - absenteeism statistics,
 - short and long term disability claims
 - WSIB claims.
- Have the Wellness Committee provide an employee satisfaction analysis /report of all programs to year end showing results pertaining to: employees' health initiatives and employees' awareness of healthy and unhealthy practices, together with work satisfaction and overall happiness ("Marketing Workplace Wellness to Employees").



(Source: Google Images)

"The highest levels of performance come to people who are centered, intuitive, creative, and reflective - people who know to see a problem as an opportunity."
(Chopra)

Deepak Chopra

APPENDIX I

<p style="text-align: center;">BORROWERS PUBLIC LIBRARY</p> <p style="text-align: center;">WELLNESS PROGRAM</p> <p style="text-align: center;">NEEDS ASSESSMENT QUESTIONNAIRE</p>
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Please complete this Questionnaire as part of our initiative to establish a Wellness Program at the Borrowers Public Library. Please select the answer that best describes you and your needs. All answers of the survey will be kept anonymous. This is for the Borrowers Public Library's Needs Assessment purposes.

1. Rate your overall health:
 - a) Excellent
 - b) Very Good
 - c) Good
 - d) Fair
 - e) Poor

2. Are you stressed?
 - a) Extremely stressed
 - b) Very stressed
 - c) Somewhat stressed
 - d) Slightly stressed
 - e) Not stressed

3. When you go home after work, can you relax?
 - a) Yes
 - b) No

4. What would you like to do in the next year to improve your overall health and wellness? Circle your top 2 choices:
 - a) Lose weight
 - b) Gain weight
 - c) Quit smoking
 - d) Exercise on a regular basis
 - e) Manage time better
 - f) Improve sleeping habits
 - g) Cut down on medications
 - h) Maintain proper blood pressure
 - i) Learn about healthy diet and food
 - j) Learn stress management techniques
 - k) Socialize more
 - l) Drink less coffee
 - m) Nothing
 - n) Other _____

5. Is there anything stopping you from achieving these goals?
- a) Not enough time
 - b) Not enough money
 - c) Lack of motivation
 - d) Lack of self confidence
 - e) Do not know how to get started
 - f) Other _____
6. Do you participate in physical activity for at least 30 minutes a day?
- a) Yes
 - b) No
7. How often do you participate in physical activity during the course of one week?
- a) Everyday
 - b) 3 to 4 times a week
 - c) 2 to 3 times a week
 - d) Once a week
 - e) Do not participate in physical activity
8. What kind of health and wellness initiatives would you like to see offered in the Library?
- a) Healthy food choices
 - b) Stress management techniques
 - c) Exercise classes
 - d) Gym memberships
 - e) Learning programs on health and wellness
 - f) Walking Club
 - g) Social events
 - h) Time management classes
 - i) Weight Loss Program
 - j) Quit Smoking Program
9. If you participated in a Wellness Program, what would be your choice of time of day:
- a) Morning – before work
 - b) During work
 - c) Lunchtime
 - d) After work
 - e) Evenings

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