Design for Workplace Wellness

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Purpose

Relevance

Important

Design

YMCA mission:
To put Christian
principles into
practice through
programs that
build healthy spirit,
mind and body
for all.
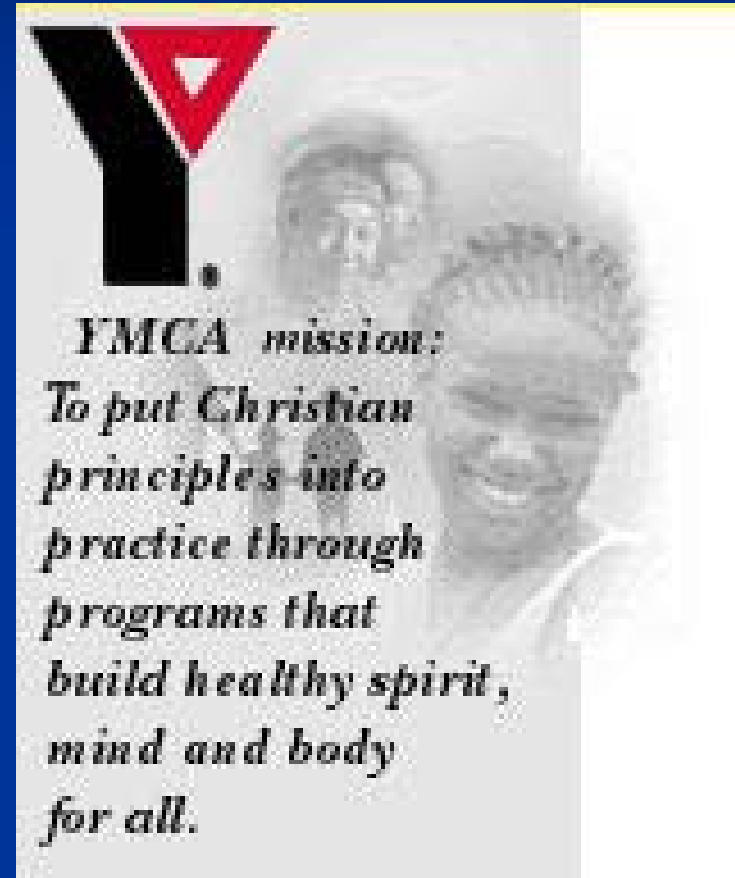
Seminar Goals

- Define the problem and the opportunities
- Understand wellness in the workplace.
- Link design elements to wellness
- Value to corporate office clients

Defining the Problem

Workforce Demographics

The Workforce in the
US is shrinking.

Retiring Baby Boomers

Smaller Generation X

Designing For Wellness

Workforce Demographics

- The Workforce is getting older.

- Employers encourage their older workers to remain in the workforce longer.

- Seniors will stay or return to the workforce to fill the employment gap.

Demographics

An inflow of international skilled workers will enter the US to fill knowledge based positions.

Workforce Demographics

The workforce today is multigenerational and multicultural.

Comfort Needs

- Control over ventilation and temperature
- Need for privacy – voice and visual
- Quiet – Concentrate on work
- Social Interaction spaces
- Aromas/ Odors

Human Capital Management

Employers are realizing that their most important investment is their people.

Goldman Sachs 2003

The workforce drives operating performance and impacts financial results.

SSA Global 2004

Employers Concerns

- Retaining a skilled, trained workforce.

- Building employee loyalty.

- Demand for Productivity

- Costs of healthcare and health insurance.

Why is Workplace Wellness Important?

- Stress has become a world-wide epidemic.
  World Health Organization

- 75 – 90% of visits to Primary Care Physicians are for stress related problems.

  Am Journal Health Promotion

Importance

- 80% of workers feel stress on the job, nearly half say they need help learning to manage stress. Gallup Poll 2000

- 14% had felt like striking a co-worker in the past year, 25% have felt like screaming because of job stress, and 10% are concerned about an individual at work they feel could become violent. Gallup Poll 2000

The Cost of Healthcare and Healthcare Insurance

- Cost of healthcare insurance for employers in Colorado went up 14.3% in 2004.

  Annual Employer Health Benefits Survey 2004

- Healthcare coverage totals almost $4,000 pr. person/pr. yr.

  New England Journal of Medicine

Health Issues

- National Safety Council estimates that 1 million employees are absent on an average workday because of stress related problems.

- Workplace alcohol, tobacco, and other drug use costs US Companies over $1 Billion pr. yr.

And…..

- A healthier employee is happier at work, and happier when he/she goes home.

- Employees value their quality of life.

- Employees want to feel valued.

- Companies will encourage employees to make the choice to work longer .

What's the bottom line impact ?

- Reduce the number and the size of healthcare insurance claims.

- Increase Employee Retention and Loyalty

- Increase Employee job satisfaction

- Reduced Absenteeism
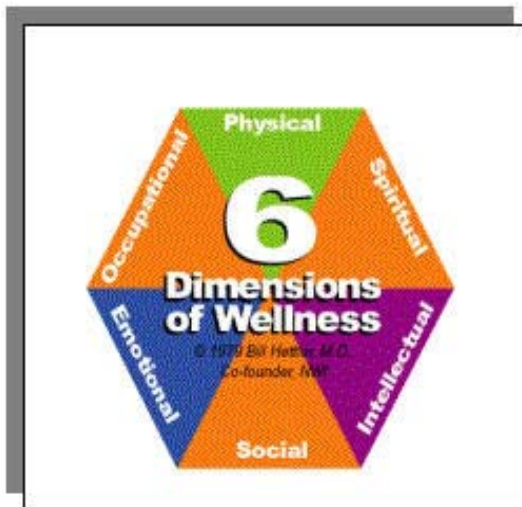
- Increased Productivity

What Does Wellness Mean?

Wellness Is…

- Body
- Mind
- Spirit

Six Dimensional Wellness Model

National Wellness Institute

Six Dimensional Wellness Model©

Developed by Dr. Bill Hettler, Cofounder and President of the Board of Directors of the National Wellness Institute, this interdependent model, commonly referred to as the 6 Dimensions of Wellness, provides the cursory categories from which NWI derives its products and services.

Physical

- Physical Fitness / Regular Exercise
- Healthy Diet and Nutrition
- Weight Control
- Self Care

Social

- Understanding our place in the larger universe of cultures, peoples, nature, and our living earth.

- Positive personal relationships with family and friends

- Effective interaction with co-workers, at social gatherings, and public places

Social

- Bonds with community, church, volunteer activities, service organizations.

Spiritual

- Living beyond ourselves for the good of others

- Seeking a deeper sense of purpose and meaning in life

- Developing personal beliefs, morals and values and using them to live by

Intellectual

- Pursuit and enjoyment in life-long learning
- Interest in self improvement by learning new skills, hobbies, or special interests.
- Enjoy thinking challenges, problem solving
- Flexible and adaptive to change

Emotional

- Feeling positive and enthusiastic about oneself and life

- Ability to cope with stress

- Taking responsibility for one's own actions

Occupational

- Choosing work that brings personal satisfaction and rewards

- The ability to make a contribution using one's talents and skills in a work setting

- Personal challenges, achievement, rewards and growth through work

Balance = Wellness

Wellness is really a balance of all six dimensions.

Making the link to Design

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Design components that affect Wellness

- Ventilation / Indoor Air Quality
- Lighting
- Acoustics
- Color
- Texture

Indoor Air Quality

- The amount of fresh air mix in the HVAC system.

- Increased ventilation rates and the mix of outdoor air have been attributed to a reduction in short term sick leave. Milton, Glencross 2000

- Increased ventilation rate has a positive effect on worker health and productivity. Wargocki, Wyon, Sundell 2000

Ventilation Solutions

- Fresh air ventilation

- Reduce humidity levels

- Monitor CO_2 levels

- Increase the rate of ventilation

Lighting

- Well planned lighting increases visibility, visual comfort, improved morale and health, improved learning / productivity rates.

- The use of Daylighting enlivens spaces and has been shown to increase user satisfaction and visual comfort leading to improved performance. Whole Building Design Guide 2003

New Lighting Research

Energy Savings vs. Human Needs

Lighting Research

Circadian Rhythm

UV Lighting

Benefits of Sun-Light

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Lighting Solutions

- Maximize daylighting

- Reduce glare

- Provide variety, emphasis and contrast

- Provide for personal controls

Acoustics

- Sound vs. Noise

- More than 70% of workers believe noise is the most significant workplace distraction.

- Workers believe reducing distracting noise increases their productivity. American Society of Interior Designers 1996

The Way We Work

- Workstation Density
- Open Work Plan Areas
- Work Teams
- Technology and Equipment

Design considerations

- Ceilings

- Furniture

- Carpeted floors

- Sound Masking Systems

Design Elements

Ceilings - Acoustical

Armstrong Ceilings

Design Elements

Systems Furniture

- Panel height and covering
- Acoustical panels
- Tackboards
- Upholstery

Furniture

- Consider layout of workstations

Steelcase - Elective Elements

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Carpeted Floors

- Carpet

- Wall Surfaces

- Window coverings

Adjust Workplace Protocols

- Limit tackable materials

- Speak into panels

- Equipment locations

- Locate traffic areas away

- Encourage work place etiquette

Sound Masking Systems

Background Sound that covers unwanted noise.

Color

- Aesthetic response to color

- Physiological response to color

Color

Human Perceptions

- Color can appear to change size of a space
- Can feel warm or cold
- Can stimulate or relax
- Clashing colors can irritate

Color

- Security
- Harmony/Soothing
- Peace
- Refresh

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Color

Fashion or Sensitive

Texture

- Diverse textures applied in a space generates interest, touchability, warmth, and contrast.

- Textures found in nature or made from natural materials are beneficial.

   Examples: wood, stone, grasses, plant materials, leaves, bark, etc.

Texture

Nature as the example

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Texture in Nature

Texture

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Design Knowledge – Supporting Wellness

- Ergonomics
- Incorporation of Nature
- Universal Design Principles
- Green Design Principles

Ergonomics

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And what about ....?

- Aroma
- Music
- Humor
- Art
- Pet Therapy

Music in the Workplace

Positive Music - stress reliever

Negative - Head phones

Value

- As a key aspect of human capital issues, design of the work environment can create a positive, supportive employer/employee culture.

- Employees well-being affects their productivity, loyalty, attitudes, creativity and health.

- Employees satisfaction with their work place contributes to retention and recruiting.

Selling to CEO

- Set Project Goals
- Establish a wellness team

  Human Resources

  CEO, or CFO

  Marketing

  Employee Representatives

Benchmarks

- Absenteeism

- Employee Satisfaction Survey

- Health Care Claims

- Employee Turnover Rate

Services

- Benchmarking Studies
- Establish and Facilitate Wellness Team
- Establish Project Wellness Goals
- Establish a Culture of Wellness

Services

- Train and Educate

- Conduct Focus Groups

- Conduct Measurement Process

- Prepare Measurement Comparisons

What's missing

- Evidence based research studies linking design, and specific design elements to wellness and health.

- Quantitative research that measures improvement in areas such as absenteeism, employee turnover, employee satisfaction, and reduced health costs.

Questions?

- How will you apply today's information to current and future projects?

- How has today's information expanded your thinking when working with corporate clients?

- How are you going to apply today's information to change your market?

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Thank you!

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