



# TABLE OF CONTENTS

3

## The Past Year: Reflections from Our Team Members

- [A Message from Our Director](#)
- [Reflections from Our Team](#)

5

## UD Employee Health & Wellbeing: 2020-2021 Overview

- [Guiding Principles and Foundations](#)
- [2020-2021 Strategy](#)
- [Enhancing Impact in 2020-2021](#)

8

## 2020-2021 Programming

- [Overview and Key Highlights](#)
- [Physical Wellbeing](#)
- [2020 Wellbeing Highlights](#)
- [2021 Wellbeing Highlights](#)
- [Advancing Wellbeing Culture](#)
- [All Access Members and Wellbeing Ambassadors](#)

16

## Building System Capacity

### What's Next for UD Employee Health and Wellbeing?



EMPLOYEE HEALTH AND

# WELLBEING



*Your wellbeing is our mission*  
where we strive to build a thriving culture where UD employees, spouses and retirees are healthy, fueled and inspired to be their best each day.



# A MESSAGE FROM OUR DIRECTOR

Elizabeth T. Finkle, MPH, CHES

Have you ever heard of the phrase, “Nothing ventured, nothing gained”? Well, in this past year the phrase never rang with more truth. Our program had the opportunity to take risks, pivot, and create strategic wellbeing offerings that greatly benefited the lives of our employees. Our goal was not only to have our employees be well at work, but also for them to feel happiness and joy in their everyday moments. When I sit in reflection, three words that immediately come to mind are: present, connected, and relevant.

The need to be present and dialed into our employees’ needs was critical. Our employees, our families, our students, and our communities dealt with mental health obstacles and crises. The desire to be seen and heard through connection was palpable. We ramped up every opportunity to connect where possible. This meant dialogue, focus groups, engaged surveys, supervisor forums, partnership data, department presentations, campus communication, outlets, and more. By creating these trusted feedback loops, we were able to understand the needs in front of us and move forward to address them, both methodically and strategically.

Being relevant meant focusing less on all we *COULD* be doing and more on what we *SHOULD* be doing. We did not just create content, we created content that mattered. The wellbeing of our employees and our institution was at the center of every decision we made. Our ability to adapt allowed for significant buy-in from our leaders and partners. Because our employees were counting on us to advocate for them, we pushed boundaries, broached unconventional workplace conversations, made mistakes, and covered heavy topics like racism, privilege, and basic needs not being met. This bred and amplified trust while creating a clear conceptualization of why supporting our employees to be healthy, happy, and fueled is not only the right thing to do, but that it is also good for business.

At the end of the year, I am confident we played a significant role in helping our employees navigate this giant mass of uncertainty by translating purpose, cultivating connection, and honoring their physical and emotional wellbeing at a time when it was deeply needed.

**ELIZABETH T. FINKLE**

*UD Employee Health & Wellbeing, Director*

EMPLOYEE HEALTH AND

# WELLBEING



## How has the importance of workplace wellbeing transformed and how will it continue to do so moving forward?

**Ryan Shuler**  
Associate Director



"Wellbeing has changed dramatically. We have shifted from the main goal of keeping employees physically healthy to a much more holistic approach. Now we look at an entire person to address their wellbeing needs and I feel so fortunate that our leadership has been supportive of our efforts to broaden our scope.

Moving forward we must keep equity and bias in mind. Our role in EHW is to make sure we are reaching ALL employees and meeting them where they are. Bringing humanity back to the workplace by allowing managers to care for their people and not just focus on their tasks, will enable us to flourish."

**Laura Gimbutas**  
Wellbeing Coordinator



"Wellbeing in the workplace has shifted from a primary focus on physical health and biometric screenings to a more comprehensive approach that addresses areas including physical, mental, emotional, social and financial wellbeing. It will take time to re-shape employees' perceptions of what wellbeing is; that it is much more than physical activity and nutrition.

Simplicity and consistency is key. Actions like taking a 5-minute walk, doing check-ins with your team, and ending the day with a few deep breaths are a few examples of how wellbeing can be woven into the fabric of our everyday work to help us stay motivated, productive, and feel fulfilled. These actions, in addition to more comprehensive program offerings, can go a long way in helping UD accomplish its goals."

**Jess Pieper**  
Wellbeing Coordinator



"Workplace wellbeing is becoming much more inclusive and considerate of individual needs. We're seeing more diverse, accessible strategies.

Going forward we'll all need to keep an open mind and continue to grow together. What works today might not work tomorrow. Modeling kindness, compassion and healthy work-life makes us all better."

**Chelsea Finch**  
Fitness Coordinator



"After this year in particular, more people have grown to understand the importance of wellbeing in the workplace. Experiences with work-life balance during the pandemic and conversations regarding mental wellbeing, inclusivity, and diversity have led us to slow down and finally consider wellbeing a more serious matter- a "must have" rather than a "nice to have."

As wellbeing in the workplace evolves, being patient, open-minded, and flexible will be key. Leaders and managers must be open to communicate to their staff and understand their employees' needs so that each individual can work and live at their best each day."

**Jennifer Muzzi**  
Nutrition Coordinator



"Going virtual brought wellbeing in the workplace to the forefront. Now we realize it's importance and how wellbeing isn't 'one size fits all'.

Moving ahead, we need to continue to have conversations about total wellbeing, including the emotional, physical and spiritual components. In learning how they are interconnected we can listen more often to our bodies and continue to be there for one another."

**Nancy Koller**  
Administrative Assistant



"We need to be patient as we keep in mind that it takes time for overall wellbeing to "take hold" organization-wide. We want to keep up-to-date with the research of wellbeing and bring it to our employees. Help from our Wellbeing Ambassadors and others on campus keep us on track!"

## STUDENT PERSPECTIVES



**Caitlin Tharp**  
Graduate Assistant

"People are at the center of any organization, therefore it is vital to design the workplace and the culture with the individual's needs in mind."



**Lauren Butscher**  
Undergraduate Intern

"We have to build an environment where employees feel comfortable being honest about their wellbeing so that we can address their specific needs and create a people-centered workplace."



**Kelly Dixon**  
Graduate Intern

"As organizations continue to weave workplace wellbeing into the fabric of their culture, employees will feel more supported, comfortable, and confident in their ability to make positive contributions."

# WELLBEING GUIDING PRINCIPLES

## CULTIVATE CONNECTION

Creating opportunities for employees to authentically connect with each other

## DEVELOP PEOPLE FROM THE INSIDE OUT

Positioning our employees to dig into their purpose, fuel their passions, and get creative while becoming life-long learners

## FOCUS, WORK HARD, BUT REMEMBER TO BREATHE

Pushing self-care, setting boundaries, and prioritizing emotional wellbeing to stay refreshed and productive

## HIGH TOUCH, WHOLE PERSON APPROACH

Designing programs that reflect employees' needs, **not what we think they need**. Responsibly using technology & data to guide strategy

## CREATING A CULTURE WHERE PEOPLE FEEL SAFE, VALUED, & HEARD

Showing up fully for our employees to motivate them while offering a safe place for them to have our ear as well. **We are all in this together.**

# OUR FOUNDATIONAL PHILOSOPHY

Our programs, workshops, activities and customized department presentations are designed around six wellbeing foundations to ensure that we support the wellbeing of our employees from a comprehensive, holistic approach.

## COMMUNITY

Feeling connected to the community where you work and live

## CONNECTION

Cultivating the energy that exists between people when they are seen, valued, and heard

## FINANCIAL

Managing your economic life well and having a healthy relationship with money

## PHYSICAL

Having good health and enough energy to get done each day, the things that are important to you

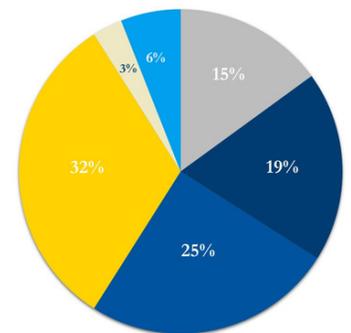
## EMOTIONAL

Developing self-awareness of one's feelings, to be resilient, find balance and practice the behaviors that lead to a positive emotional state

## PURPOSE

Feeling driven and connected to what is important to you and feeling motivated to achieve your goals.

## 2020-2021 PROGRAM FOCUS AREAS



# OUR 2020-2021 STRATEGY

For **2020-2021**, our goal was to continue creating a culture that allows **employees to be their best**, both on and off the clock. To achieve this outcome, we worked with campus partners to provide a wide variety of programs in different modalities to support our employees in achieving their optimal wellbeing.



# ENHANCING IMPACT IN 2020-2021

## TRANSFORMATION

Our continued shift to offer **over 130** of our programs in virtual format enabled us to **support our employees more than ever** this year

**162%**

increase in virtual programs offered (YoY Growth)



**116**

Live Online Programs

**11**

Pre-Recorded Programs

**4**

Virtual Campaigns

**47%**

unique employee engagement touchpoints



## ADAPTING TO MEET EMPLOYEE NEEDS

### E-COMMUNICATION & MARKETING

Continuing to offer Weekly vs Monthly E-Newsletter communications enabled the delivery of more wellbeing content and increased engagement from our audiences.

#### ENGAGEMENT

**150,000+**

TOTAL OPENS

**68%**

YoY GROWTH

**10,000+**

UNIQUE CLICKS

**33%**

YoY GROWTH

#### TOTAL E-NEWS COMMUNICATIONS SENT



#### AUDIENCE GROWTH

**+100**

FROM 2019-2020

**2360**

TOTAL RECIPIENTS

### VIRTUAL FITNESS OPPORTUNITIES

#### EMPLOYEE TESTIMONIAL

"Having **virtual fitness classes** really helped me focus on my **personal wellbeing** early on in the pandemic, **stay engaged with my work**, and **not feel so isolated working at home**. I feel the Employee Health and Wellbeing group has been very **important** during this time and is very **valued**."

**978**

ON-DEMAND FITNESS CLASSES OFFERED



**+7000**

TOTAL PLAYS

**906**

VIRTUAL FITNESS CLASSES OFFERED

# 2020-2021 PROGRAMMING

## OVERVIEW & HIGHLIGHTS

This year our ability to create didactic feedback loops aided in our efforts to provide not only more programming to engage a larger audience, but to offer content that reflected the current needs of our employees as well.

# 153

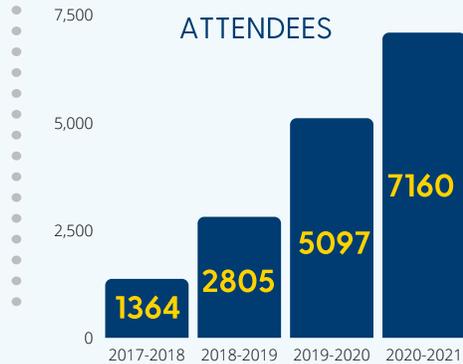
TOTAL COMPLETED PROGRAMS



30.8% YoY GROWTH

# 7000+

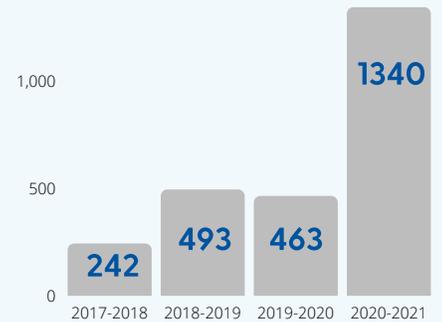
WELLBEING PROGRAM ATTENDEES



40.5% YoY GROWTH

# 1340

DEPARTMENT WORKSHOP PARTICIPANTS



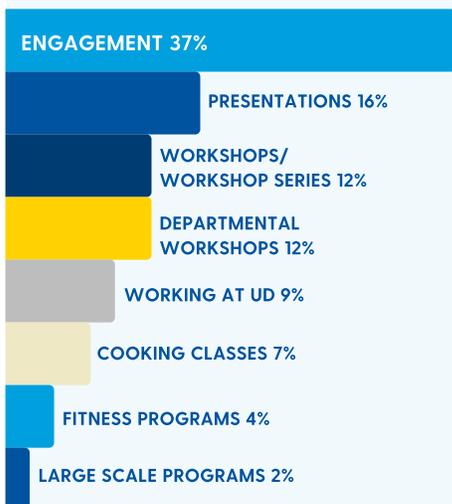
189.4% YoY GROWTH

### EMPLOYEE TESTIMONIAL

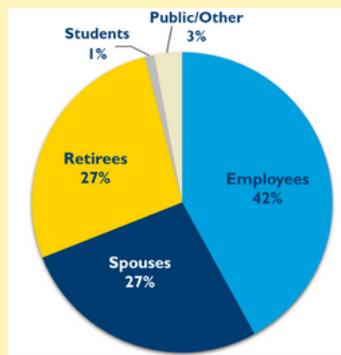
*"The EHW Program is always thinking of **new ways to keep employees engaged**. I appreciate how you **reach out regularly** - just letting us know you are here for us is very **comforting!** Thank you for all of your hard work!"*

## VARIED PROGRAM DESIGN TO MEET THE NEEDS OF OUR AUDIENCES

### PROGRAM CATEGORIES OFFERED

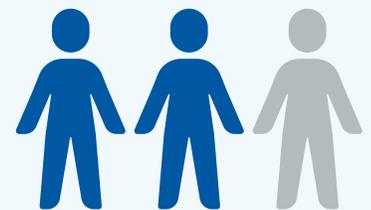


## REACHING OUR INTENDED AUDIENCE



While **96%** of our programs reached our intended audience (employees, their spouses, and retirees), our reach **extended beyond to students and members of our community** as well.

## MAINTAINING EMPLOYEE SATISFACTION



### 2 out of 3

employees reported being **SATISFIED**

or

### VERY SATISFIED

with the programs offered through Employee Health & Wellbeing

# PHYSICAL WELLBEING

Providing a wide variety of programs and resources to support our employees in **maintaining their physical health** is essential to our mission. Employees who care for their physical health are more likely to show up for work feeling energized, positive, and focused while experiencing less stress, reduced risk of injury, and increased productivity.

## HIGH PARTICIPATION



4790

PARTICIPANTS in VIRTUAL CLASSES

+92.2% YoY GROWTH

## FITNESS

By offering a **variety** of virtual and on-demand fitness class options, we continued to note **high participation and engagement in physical activity** from our employees.

## VARIETY OF OPTIONS

23

TYPES of CLASSES OFFERED

15

DIFFERENT INSTRUCTORS



## ELEVATED STREAMING RATES



7212

TOTAL PLAYS

604%

YoY GROWTH



## FITNESS COORDINATOR: CHELSEA FINCH



## SATISFIED EMPLOYEE

*"The virtual on-demand and live fitness classes have been great for me! I do not work on campus, so have never been able to take one in person. There is a good variety of classes, so I do not get bored and all the instructors have been great. Thank you!"*

## NUTRITION

This year, employees were given **new opportunities to connect and engage** in healthy cooking and eating behaviors through virtual cooking classes, meal kits, blogs, recipes, and community partnerships.

## NUTRITION OUTREACH COORDINATOR: CHEF JEN MUZZI



## CSA (COMMUNITY SUPPORTED AGRICULTURE) BOX PROGRAM FOR UD EMPLOYEES

118

DISCOUNTED CSA BOXES RECEIVED



## "HEALTHY U" VIRTUAL COOKING CLASSES

180+

ATTENDEES

80

MEAL KITS PROVIDED

13

UNIQUE VIRTUAL COOKING CLASSES

*"Your Healthy Cooking series - WITH ingredients - has been a lifesaver. I can't express how **wonderful** it was to be able to grab a bag of supplies and be able to block out some time after work to do something for me that takes no extra energy or brain power."*

- SATISFIED EMPLOYEE

# 2020 WELLBEING HIGHLIGHTS

Workplace wellbeing wins of **Summer 2020**

**JULY 2020**

## PURPOSE-DRIVEN WORKPLACE INITIATIVES CONTINUE

Over 850 employee engagements with 363 purpose statements were collected.

## CHEF JEN COOKING VIDEOS POPULAR ON FACEBOOK

A total of 22 videos were viewed over 15,000 times during the fiscal year!



[CLICK TO VIEW VIDEO FROM 7/22/20](#)

## ACCESSIBLE MENTAL HEALTH SUPPORT GUIDE CREATED

**AUG 2020**

## "TAKE ACTION" UD SERIES KICKS OFF

In response to President Assanis' call to do better together to build a more inclusive UD culture, Employee Health and Wellbeing coordinated an interactive social justice education series to support employees in their efforts to listen, learn, and act for change.

## EHW SUPPORTS **CAMPUS-WIDE "PROTECT THE FLOCK" CAMPAIGN**

A targeted effort was created to engage FREAS employees and UD essential workers during this period. Our goal was to influence health and safety behaviors on campus while connecting with our front line employees.



[CLICK TO VIEW ARTICLE FROM 8/17/20](#)

## FIRST VIRTUAL COUCH TO 5K BEGINS

**SEPT 2020**

## EMPLOYEE HEALTH AND WELLBEING TAKES A CO-CHAIR SEAT ON THE **CAMPUS COALITION FOR WELLBEING AND MENTAL HEALTH**

## RECORD PARTICIPATION IN 10TH ANNUAL WALKTOBER EVENT

This was the first Walktober event to include family members of employees.

**WALKTOBER™**

**730+** PARTICIPANTS  **3.1% YoY GROWTH**

## WORKING WELL SERIES BEGINS

This 11-part series cemented key tactics to help our employees nourish their personal wellbeing as well as contribute to a high-functioning workplace.

# 2020 WELLBEING HIGHLIGHTS

Workplace wellbeing wins of **Fall 2020**

OCT 2020

## BLUE HEN RE-COOP DAY CONTINUES VIRTUALLY

Re-Coop Days at the University of Delaware were a little different this year, but one consistent message was clear: These days continued to be designed to **encourage Blue Hens to invest time to focus on overall wellbeing.**



## VIRTUAL MEAL KITS DELIVERED FOR THE FIRST TIME

Recipes included Apple, Cranberry & Greens Salad, Butternut Squash & Pesto Pizza and Apple Pie Tacos for dessert! This tote was the start of many meal kits created by Chef Jen.

## FIRST VIRTUAL HOMECOMING 5K HELD

Although we could not run the race in person due to Covid-19 restrictions, our virtual race still engaged close to 200 employees and community members!



## SUSTAINABLE LIVING SERIES COMMENCES

This 5-part live and pre-recorded series aimed to help employees develop a broader understanding of how the choices we make to care for our planet are also steps to care for ourselves.

NOV 2020

## GRATEFUL GIVING PROGRAM PROMOTES CONNECTION & WELLBEING

Employees participated in a secret gift exchange that encouraged self-care over the holiday season. .



## FACULTY RESILIENCE SERIES INTRODUCED

Dean Kathy Matt, College of Health Sciences kicked off this series to discuss stress and the connection between physical and mental wellbeing.

DEC 2020

## EHW SHIFTS FOCUS TO **EMPHASIZE DEPARTMENTAL NEEDS**

Knowing that culture change happens at the local team level in most organizations, the goal this month was to **support team cohesion, communication, and wellbeing** during a time when burnout and zoom fatigue was on the rise.



# 2021 WELLBEING HIGHLIGHTS

Wellbeing wins of **Winter 2021**

**JAN 2021**

## **BLUE HEN HEROES PROGRAM ESTABLISHED IN PARTNERSHIP WITH WORKING AT UD COLLABORATIVE**

How powerful is "thank you"? Through this effort we deliver recognition on a campus level scale to showcase our employees and units who are positioning UD to have greater impact day in and day out.

## **3RD ANNUAL EMPLOYEE SATISFACTION & ENGAGEMENT SURVEY DISTRIBUTED**

Connecting with our employees allows us to deliver programs and resources that matter. This data propels the wellbeing strategy of the unit and gives an opportunity to evaluate opportunities.

**67%** OF EMPLOYEES SATISFIED OR VERY SATISFIED WITH EHW PROGRAMMING



## **INVITATION TO CONTRIBUTE & COLLABORATE WITH STUDENT LIFE WELLBEING LEADERSHIP TEAM RECEIVED**

This partnership is key to campus engagement and wellbeing and has created greater cohesion on programs, resources and overall efforts.

**FEB 2021**

## **VIRTUAL WATER COOLER CHATS CONTINUED**

Employees continued to build connections and form new friendships as they met weekly in a virtual space to discuss various topics of interest. Members of the EHW team and guest employees hosted these casual conversations.



**MAR 2021**

## **EHW TEAM COMPLETES OFFICE OF EQUITY AND INCLUSION MENTORSHIP TRAINING AND PREDICTIVE INDEX STRENGTHS FINDER COURSE**

Carving out time for professional development for wellbeing practitioners is key to delivering top of the line programs for our employees

## **CLOVERGRAMS SENT IN RECORD NUMBERS**

Colleagues sent each other more messages of gratitude than ever in this annual campaign aimed to foster gratitude and connection within the workplace.

**1264**

CLOVERGRAMS SENT

**+182%**

YoY GROWTH



## **MANAGING WELL SERIES INTRODUCED**

This innovative train the trainer model yielded great success. Our inaugural cohort of 30 managers came together to learn from successful senior leaders at UD while building a network of peers to connect with.

# 2021 WELLBEING HIGHLIGHTS

Wellbeing wins of Spring 2021

APR 2021

## FIRST 2021 IN-PERSON EMPLOYEE EVENT HELD: 4/19 RE-COOP DAY

This was the first in-person event EHW held post-pandemic. The theme "community and connection" did not disappoint as we saw close to 500 employees, students, and potential new students wanting to connect with UD!



## DEREK CHAUVIN TRIAL WATER COOLER CHAT IN PARTNERSHIP WITH OFFICE OF INCLUSION, EQUITY, AND DIVERSITY

Dr. Fatimah Conley, Interim Chief Diversity Officer at UD joined to discuss the results from the trial over George Floyd's death.

MAY 2021

## PURPOSEFUL RENEWED FOR SECOND YEAR

This digital health platform is designed to help employees define and stay aligned to their unique purpose in life.



[CLICK TO VIEW WEBSITE](#)

## 3RD ANNUAL MENTAL HEALTH AWARENESS MONTH CAMPAIGN BEGINS

Dr. Vic Stretcher, CEO at Kumano kicked off year three of UD's Mental Health Awareness Campaign with his keynote address.

JUNE 2021

## CLEAR COMMITMENT TO WELLBEING IN PRESIDENT DENNIS ASSANIS' STRATEGIC PRIORITIES FOR UD

## FUTURE OF WORKING AT UD CAMPAIGN INITIATED

This collaborative campus campaign focuses on keeping health and wellbeing at the center of all our efforts. This effort will be a process where learn from the past year, connect with our employees and situate them with the resources they need to be successful to move forward.

## EMPLOYEE APPRECIATION WEEK INCLUDES MULTIPLE IN-PERSON EVENTS

## FUTURE OF WORKING AT UD TOWN HALL HELD

Close to 1500 employee tuned in to hear how they could play an active role in making UD a great place to be. Director, Beth Finkle moderated the questions on this session.



# ADVANCING WELLBEING CULTURE AT UD

A large piece of our communication strategy this year was directly tied to connected, virtual platforms. We created bi-directional avenues of communication and continued to refine the ways we received feedback from our employees.

## CONNECTION THROUGH VIRTUAL PLATFORMS

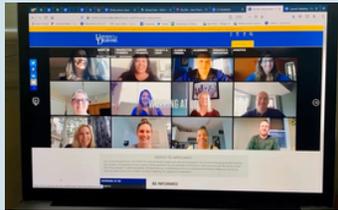
### MICROSOFT TEAMS CHANNELS

240+



EMPLOYEE MICROSOFT TEAMS MEMBERS

### FUTURE OF WORKING AT UD TOWN HALL



*"Going back to the workplace of the past is not an option. We have an opportunity to create something special here and make a more equitable and inclusive workplace for everyone."*

- **Jared Aupperle, Interim Vice President of Human Resources**  
June 24, 2021 Future of Working at UD Town Hall

### PURPOSEFUL E-BOOK



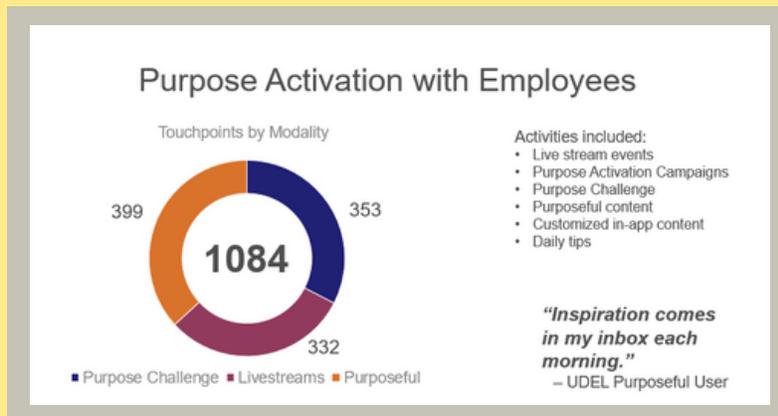
CLICK TO VIEW OUR PURPOSEFUL E-BOOK

## PURPOSEFUL APP: USER INSIGHTS

EMPLOYEES WHO CONTINUE to ENGAGE IN PURPOSEFUL REPORT A

+10%

INCREASE IN SENSE OF PURPOSE and LIFE SATISFACTION RATINGS



353

ACCOUNTS CREATED

1000+

EMPLOYEE TOUCHPOINTS

# ALL-ACCESS MEMBERSHIP

The majority of our program offerings remain at no cost for our employees. For those who want kick it up a notch with fitness classes and walking competitions, we offer the All-Access Membership.



**979**  
MEMBERS

2020-2021

**\$71,475**  
TOTAL REVENUE



We asked **UD Employees**, why do YOU use your **Wellness Dollars** to purchase an **All-Access Membership**?

"To stay in shape and have more energy to play with my kids!"

"I have been taking UD employee exercise training classes for 2 years now and it has literally changed my body and lifestyle."



"To connect with the UD community while seeking wellness goals."

"I have been an AAM since it's inception. I am very happy with all the offerings, activities, classes, etc. and feel it's a great perk of being at UD."

## WELLBEING AMBASSADOR NETWORK

Wellbeing ambassadors are UD Employees who, with the support of the Employee Health and Wellbeing team, commit to making changes within their departmental teams, affecting the way UD works and improving the health and wellbeing of the institution.

**93**

AMBASSADORS



**65**

DEPARTMENTS REPRESENTED

# BUILDING SYSTEM CAPACITY

Organizations play a key role in employee health and wellbeing. This past year we focused on building capacity through our partnerships on campus. We will strive to streamline and optimize our employee's experience and continue to design the flow of work with wellbeing in mind.



## #WorkingAtUD



As we move into the next fiscal year, we are already in pursuit of new ways to engage, support, and enrich the lives of our UD employees, retirees, and spouses.

HYBRID RE-ENGAGEMENT  
(IN-PERSON AND VIRTUAL)



NEW! UNDENIABLY  
WELL PODCAST



MENTAL HEALTH CRISIS RESPONSE



EMPLOYEE FITNESS CENTER  
RE-OPENING



2020-2021  
ANNUAL REPORT

