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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
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.”

Jess Pieper
Wellbeing Coordinator
“Workplace wellbeing is becoming much more inclusive and considerate of individual needs. We’re seeing more diverse, accessible strategies. Moving 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.”

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.”

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-wise. 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!”

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.”

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.”

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>CONNECT</th>
<th>Create opportunities for employees to build relationships, especially with others outside of their unit</th>
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<tr>
<td>ENGAGE</td>
<td>Create opportunities for employees to be part of a larger, more meaningful initiative</td>
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<td>LEARN</td>
<td>Create opportunities where employees can feed their curiosity and grow their knowledge base, with a focus on using UD expertise</td>
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<td>PRACTICE SELF-CARE</td>
<td>Create opportunities for employees to stay physically and emotionally well</td>
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<td>CAMPUS PARTNERS</td>
<td>Leverage campus partners to strengthen our programs, broaden our reach, and create a healthier UD</td>
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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.

- 150,000+ total opens
- 68% YoY growth
- 10,000+ unique clicks
- 33% YoY growth

VIRTUAL FITNESS OPPORTUNITIES

"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
- 906 virtual fitness classes offered
- 2360 total recipients
- +7000 total plays

07 | ANNUAL REPORT 2020-2021
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.

**OVERVIEW & HIGHLIGHTS**

- **Total Completed Programs**: 153
  - **YoY Growth**: 30.8%

- **Wellbeing Program Attendees**: 7000+
  - **YoY Growth**: 40.5%

- **Department Workshop Participants**: 1340
  - **YoY Growth**: 189.4%

**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**
  - Engagement: 37%
  - Presentations: 16%
  - Workshop Series: 12%
  - Departmental Workshops: 12%
  - Working at UD: 9%
  - Cooking Classes: 7%
  - Fitness Programs: 4%
  - Large Scale Programs: 2%

**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.

**Graphs and Data**

- Year-over-year growth in total completed programs, wellbeing program attendees, and department workshop participants.
- Varied program categories offered.
- Audience demographics and reach.

**ANNUAL REPORT 2020-2021**
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**

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.

**ELEVATED STREAMING RATES**

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.

**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.

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

“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
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.

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.

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

Over 850 employee engagements with 363 purpose statements were collected.

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

Click to view video from 7/22/20

Click to view article from 8/17/20

3.1% YoY GROWTH

730+ PARTICIPANTS

3.1% YoY GROWTH

CLICK TO VIEW VIDEO FROM 7/22/20
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

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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

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.

3RD ANNUAL MENTAL HEALTH AWARENESS MONTH CAMPAIGN BEGINS
Dr. Vic Stretcher, CEO at Kumanu 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.
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.

"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

Purpose Activation with Employees

Activities Included:
- Live stream events
- Purpose Activation Campaigns
- Purpose Challenge
- Purposeful content
- Customized in-app content
- Daily tips

"Inspiration comes in my inbox each morning."

- UD Employee Purposeful User

EMPLOYEES WHO CONTINUE to ENGAGE in PURPOSEFUL REPORT A

+10%

INCREASE IN SENSE OF PURPOSE and LIFE SATISFACTION RATINGS

MICROSOFT TEAMS CHANNELS

240+

EMPLOYEE MICROSOFT TEAMS MEMBERS

FUTURE OF WORKING AT UD TOWN HALL

PURPOSEFUL E-BOOK

353 ACCOUNTS CREATED

1000+ EMPLOYEE TOUCHPOINTS

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

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

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.

979 MEMBERS

2020-2021 $71,475 TOTAL REVENUE

93 AMBASSADORS

65 DEPARTMENTS REPRESENTED
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.

What's Next for UD Employee Health & Wellbeing?

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

Employee Fitness Center Re-Opening

Mental Health Crisis Response