

# New Jersey DOH – LTCF Collaboration for Long-Term Care Resilience

Wellness Program Resources

[www.cooperhealth.edu/ltc](http://www.cooperhealth.edu/ltc)



# Finding our Way Back

Adapting to the “new normal” during the Covid-19 pandemic has reminded me of the feeling I had when I first rode Space Mountain in Disney; twists and turns, highs and lows, not knowing what was ahead because it was dark, and constantly putting my faith in knowing that the ride would eventually come to an end. For some the “unknowing and changing twists and turns” may have been okay and for others it may have been completely unsettling. For me, this past year has felt like the longest ride on Space Mountain I have ever ridden.

During this past year, it is normal that we have experienced anxiety and stress; our lives were placed on hold, and we found ourselves thrust into a “virtual” existence. We have worried about friends and family; we have lived with feelings of sadness, guilt, and anger that we cannot care for elderly parents or relatives; we have felt cheated because we were unable to *properly* celebrate important life events and milestones; we’ve felt robbed of the ability to say “good-bye” to those we have lost – family, friends, and residents; we’ve watched our residents grieve the loss of family visits; and we’ve felt exhausted because we put on a happy face for our family so as to not worry them.

As we have reached and surpassed our one-year mark, we look to the future and the promise it brings for yet again another “new” normal.

We each play an important role in being part of the solution by actively engaging in activities that help to minimize new infections. Moreover, although we know what is right (being physically distant), there are times when we may feel overwhelmed because we yearn for the familiarity of family and friends; we eagerly await the news of lessening the impact of social isolation.

Finding our way back and revitalizing our *beings* is essential. We have shown our strength and now we it is time to begin to rebuild our wellness – emotionally, spiritually, intellectually, socially, physically and occupationally.

In the slide deck to follow we offer suggestions and best practices for developing a stronger workforce; a framework for you and your employees to work together to seek help for yourself, help for your co-worker, and help for your residents. Your return on investment is strengthening your greatest asset – your employees!

We remind and encourage you to visit the COVID-19 Resources Page by clicking on this link: <http://wellness.cooperhealth.org/covid19/>. The COVID-19 Resources Page is maintain by Cooper’s Resiliency Resources Team (RRT) and serves as a repository of resources for all those touched by the current pandemic, personally or professionally. These resources are aimed at helping people take care of themselves physically and emotionally.

# The Six Dimensions of Wellness



## DEVELOPING STRONG PEOPLE



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# Wellness Pre-Assessment Tool

- Wellness Pre- and Post-Assessment
- Scoring Methodology
- Tools to Address

Cooper University Health Care NJDOH-LTICF Collaboration For Long-Term Resilience		Scoring Methodology: 3=Highest 1=Lowest				
<b>OCCUPATIONAL dimension:</b> My work reflects my personal values. The work I do accomplishes something important. I have opportunities to make meaningful contributions at work. My work offers me challenges I can handle. I enjoy the work I do. I feel I have good work-life balance. <b>TOTAL</b>		Scores of x = y. Indicates opportunity to develop programs This dimension measures the level of personal satisfaction and growth you derive	Almost Always Often Sometimes Rarely Almost Never			
<b>INTELLECTUAL dimension:</b> I engage in stimulating or creative activities. I engage in continual learning opportunities (for example, college courses, certificate programs, and reading). I treat my own errors as opportunities to grow. I stay informed about local, national, or world events. I fully immerse myself in tasks with energized focus and enjoyment. I engage in downtime or relaxation that lacks specific goals or focus to recharge my brain. <b>TOTAL</b>		This dimension measures your ability to use creative and stimulating activities as a	Almost Always Often Sometimes Rarely Almost Never			
<b>EMOTIONAL dimension:</b> I love and accept myself as I am. When I experience positive or negative emotions I can appropriately express how I feel. To cope with challenges in life, I focus on the most positive aspects of the event or situation (for example, what can I learn from this event or situation, or what positive consequences may result). I seek help from others when I am experiencing difficulties. I can adequately manage my emotional response when in a demanding or challenging situation. I engage in stress management activities. <b>TOTAL</b>		This dimension measures your ability to be aware of and accept your feelings and your capacity to manage behaviors related to your emotional state.	Almost Always Often Sometimes Rarely Almost Never			
<b>SOCIAL dimension:</b> I do things that contribute to a larger cause. I use my strengths to help others. I have loving, supportive relationships (family and friends) in my life. I have a strong sense of belonging with the community which I live. I protect and conserve natural resources to insure a healthy environment for all organisms. I help resolve environmental issues in my community. <b>TOTAL</b>		This dimension measures your level of contribution to your environment and your community.	Almost Always Often Sometimes Rarely Almost Never			
<b>SPIRITUAL dimension:</b> I feel that my life has a sense of meaning or direction to it. I have a sense of peace about my life. I accept events and others as they are and do not make judgements. I feel a sense of connectedness with creation and all living beings. Prayer and/or meditation are a regular part of my daily routine. I live each day in a way that is consistent with my values. <b>TOTAL</b>		This dimension measures your level of contribution to your environment and your community.	Almost Always Often Sometimes Rarely Almost Never			
<b>PHYSICAL dimension:</b> I engage in at least 150 minutes of physical activity in a week (for example walking, yoga, cycling, swimming, running, etc.) I consume at least 5 servings of fruits and vegetables in a day (1 serving = 1 medium piece of fruit, 1/2 cup fresh, frozen, or canned fruit/vegetables; 1/2 cup fruit/vegetable juice; 1 cup salad greens; or 1/2 cup dried fruit). I wake up feeling fresh and rested. I use e-cigarettes or other tobacco products, such as chewing tobacco or smoking cigarettes, pipes, little cigars or cigarillos, water pipes, or hookahs. I consume 4 or more drinks of alcohol in a 24-hour period. Poor physical or mental health keeps me from doing my usual activities, such as self-care, work, or recreation. <b>TOTAL</b>		This dimension measures an individual's investment in self-care and health-enhancing behaviors.	Almost Always Often Sometimes Rarely Almost Never			
<b>Based on your overall satisfaction with each dimension of wellness in your life, rate how much of a priority each dimension is to you.</b>						
Occupational Dimension Intellectual Dimension Emotional Dimension Social Dimension Spiritual Dimension Physical Dimension						
		HIGH	MEDIUM	LOW		

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# Applying the Six Dimensions of Wellness Model

## The Six Dimensions of Wellness Model

Developed by Dr. Bill Hettler, co-founder of the National Wellness Institute (NWI), this interdependent model, commonly referred to as the Six Dimensions of Wellness, provides the categories from which NWI derives its resources and services.

### A Description of Each Dimension

#### OCCUPATIONAL

The occupational dimension recognizes personal satisfaction and enrichment in one's life through work. At the center of occupational wellness is the premise that occupational development is related to one's attitude about one's work. Traveling a path toward your occupational wellness, you'll contribute your unique gifts, skills, and talents to work that is both personally meaningful and rewarding. You'll convey your values through your involvement in activities that are gratifying for you. The choice of profession, job satisfaction, career ambitions, and personal performance are all important components of your path's terrain.

Occupational wellness follows these tenets:

- It is better to choose a career which is consistent with our personal values, interests, and beliefs than to select one that is unrewarding to us.
- It is better to develop functional, transferable skills through structured involvement opportunities than to remain inactive and uninvolved.

#### PHYSICAL

The physical dimension recognizes the need for regular physical activity. Physical development encourages learning about diet and nutrition while discouraging the use of tobacco, drugs and excessive alcohol consumption. Optimal wellness is met through the combination of good exercise and eating habits. As you travel the wellness path, you'll strive to spend time building physical strength, flexibility and endurance while also taking safety precautions so you may travel your path successfully, including medical self-care and appropriate use of a medical system. The physical dimension of wellness entails personal responsibility and care for minor illnesses and also knowing when professional medical attention is needed. By traveling the wellness path, you'll be able to monitor your own vital signs and understand your body's warning signs. You'll understand and appreciate the relationship between sound nutrition and how your body performs. The physical benefits of looking good and feeling terrific most often lead to the psychological benefits of enhanced self-esteem, self-control, determination and a sense of direction.

Physical wellness follows these tenets:

- It is better to consume foods and beverages that enhance good health rather than those which impair it.
- It is better to be physically fit than out of shape.



#### SOCIAL

The social dimension encourages contributing to one's environment and community. It emphasizes the interdependence between others and nature. As you travel a wellness path, you'll become more aware of your importance in society as well as the impact you have on multiple environments. You'll take an active part in improving our world by encouraging healthier living and initiating better communication with those around you. You'll actively seek ways to preserve the beauty and balance of nature along the pathway as you discover the power to make willful choices to enhance personal relationships and important friendships, and build a better living space and community.

Social wellness follows these tenets:

- It is better to contribute to the common welfare of our community than to think only of ourselves.
- It is better to live in harmony with others and our environment than to live in conflict with them.

#### INTELLECTUAL

The intellectual dimension recognizes one's creative, stimulating mental activities. A well person expands his or her knowledge and skills while discovering the potential for sharing his or her gifts with others. Using intellectual and cultural activities in the classroom and beyond the classroom combined with the human resources and learning resources available within the university community and the larger community, a well person cherishes intellectual growth and stimulation. Traveling a wellness path, you'll explore issues related to problem solving, creativity, and learning. You'll spend more time pursuing personal interests and reading books, magazines, and newspapers, while keeping abreast

of current issues and ideas. As you develop your intellectual curiosity, you'll actively strive to expand and challenge your mind with creative endeavors.

Intellectual wellness follows these tenets:

- It is better to stretch and challenge our minds with intellectual and creative pursuits than to become self-satisfied and unproductive.
- It is better to identify potential problems and choose appropriate courses of action based on available information than to wait, worry, and contend with major concerns later.

#### SPIRITUAL

The spiritual dimension recognizes our search for meaning and purpose in human existence. It includes the development of a deep appreciation for the depth and expanse of life and natural forces that exist in the universe. Your search will be characterized by a peaceful harmony between internal personal feelings and emotions and the rough and rugged stretches of your path. While traveling the path, you may experience many feelings of doubt, despair, fear, disappointment and dislocation, as well as feelings of pleasure, joy, happiness and discovery. These are all important experiences and components to your search and will be displayed in the value system you will adapt to bring meaning to your existence. You'll know you're becoming spiritually well when your actions become more consistent with your beliefs and values, resulting in a "world view."

Spiritual wellness follows these tenets:

- It is better to ponder the meaning of life for ourselves and to be tolerant of the beliefs of others than to close our minds and become intolerant.
- It is better to live each day in a way that is consistent with our values and beliefs than to do otherwise and feel untrue to ourselves.

#### EMOTIONAL

The emotional dimension recognizes awareness and acceptance of one's feelings. Emotional wellness includes the degree to which one feels positive and enthusiastic about one's self and life. It includes the capacity to manage one's feelings and related behaviors including the realistic assessment of one's limitations, development of autonomy, and ability to cope effectively with stress. The well person maintains satisfying relationships with others. Awareness of, and accepting a wide range of feelings in yourself and others is essential to wellness. On the wellness path, you'll be able to express feelings freely and manage feelings effectively. You'll be able to arrive at personal choices and decisions based upon the synthesis of feelings, thoughts, philosophies, and behavior. You'll live and work independently while realizing the importance of seeking and appreciating the support and assistance of others. You'll be able to form interdependent relationships with others based upon a

foundation of mutual commitment, trust, and respect. You'll take on challenges, take risks, and recognize conflict as being potentially healthy. Managing your life in personally rewarding ways, and taking responsibility for your actions, will help you see life as an exciting, hopeful adventure.

Emotional wellness follows these tenets:

- It is better to be aware of and accept our feelings than to deny them.
- It is better to be optimistic in our approach to life than pessimistic.

## Applying the Six Dimensions of Wellness Model

By applying the model, a person becomes aware of the interconnectivity of each dimension and how they contribute to healthy living.

This holistic model explains:

- how a person contributes to his or her environment and community, and how to build better living spaces and social networks;
- the enrichment of life through work, and its interconnectedness to living and playing; and
- the development of belief systems, values, and creating a world-view;
- the benefits of regular physical activity, healthy eating habits, strength and vitality, as well as personal responsibility, self-care and when to seek medical attention;
- self-esteem, self-control, and determination as a sense of direction;
- creative and stimulating mental activities, and sharing your gifts with others.

Applying a wellness approach can be useful in nearly every human endeavor. As a pathway to optimal living, wellness is being applied to related fields, such as health promotion and holistic health, and has seen a growth in "helping professions" including counseling and medical arts and practices. The National Wellness Institute devised three questions that can help persons and organizations assess the degree to which wellness is incorporated into a particular approach or program:

- Does this help people achieve their full potential?
- Does this recognize and address the whole person (multi-dimensional approach)?
- Does this affirm and mobilize people's positive qualities and strengths?



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## Tools to Support your Team

Create opportunities for staff to celebrate occupational successes

Professional development ladder

## Best Practices

<https://www.shrm.org/ResourcesAndTools/tools-and-samples/toolkits/Pages/employeerecognitionprograms.aspx>

<https://www.shrm.org/ResourcesAndTools/tools-and-samples/toolkits/Pages/developingemployeecareerpathsandladders.aspx>

## Measures of Success

Lower turnover rate  
Increase in employee engagement

Increase internal promotions

## Tools to Support your Team

Tuition Reimbursement program

Internal coaching program

## Best Practices

<https://www.shrm.org/hr-today/news/hr-magazine/pages/0614-tuition-assistance.aspx>

<https://www.shrm.org/ResourcesAndTools/hr-topics/organizational-and-employee-development/Pages/Does-Your-Organization-Use-Internal-Coaches.aspx>

## Measures of Success

↓ In turnover  
Stronger workforce

Consistency in staff training  
“Star Performer”  
Recognition



## Tools to Support your Team

Employee Assistance Program

Flexible work schedules

## Best Practices

<https://www.eapassn.org/Portals/11/Docs/HOME/EAPBuyersGuide.pdf>

<https://easna.org/wp-content/uploads/2016/02/Value-of-EAP-2015.pdf>

[https://login.shrm.org/?request\\_id=idD2529F717039D8&relay\\_state=id-634b5821-77af-4908-9c89-8b9a24ae46db&issuer=aHR0cHM6Ly9zc28uc2hybS5vcmcvSURCVVMvU0hSTS9JRFvU0FNTDlvtUQ=&target=aHR0cHM6Ly9zc28uc2hybS5vcmcvSURCVVMvU0hSTS9QT1JUQUwtU1AvU0FNTDlvtUQ=](https://login.shrm.org/?request_id=idD2529F717039D8&relay_state=id-634b5821-77af-4908-9c89-8b9a24ae46db&issuer=aHR0cHM6Ly9zc28uc2hybS5vcmcvSURCVVMvU0hSTS9JRFvU0FNTDlvtUQ=&target=aHR0cHM6Ly9zc28uc2hybS5vcmcvSURCVVMvU0hSTS9QT1JUQUwtU1AvU0FNTDlvtUQ=)

## Measures of Success

- EAP Utilization reports
- ↓ In LOAs and costs related to decrease in productivity due to lower concentration, on-the-job absenteeism, and call-outs.

- Employee engagement scores
- Facility satisfaction scores (feedback from residents and residents' family members)



## Tools to Support your Team

### Heritage & Cultural Celebration Opportunities

(recognizing cultural diversity, community activities, earth day, black history month, women's history, month, Hispanic heritage month, etc.)

**For the Future** – participation in 5K/walks (American Heart Association, Dementia, PDF,JDF, Susan G. Komen, MS150, etc.), Cathedral Kitchen, Ronald McDonald House, etc.

## Best Practices

### Employee Resource Groups (ERGs)

<https://www.affirmity.com/blog/7-best-practices-maximize-value-employee-resource-groups-ergs/>

<https://hbr.org/2020/12/reimagine-your-corporate-volunteer-program>

## Measures of Success

Corporate atmosphere of inclusivity

Multiple metrics TBD by individual facility

## Tools to Support your Team

Wellness Incentives (annual physicals, wellness screenings, discount gym memberships, etc.)

Workshops  
(Mindfulness, Yoga, Visual Imagery, etc.)

## Best Practices

<https://www.shrm.org/ResourcesAndTools/hr-topics/benefits/Pages/best-practices-wellness-guide.aspx>

<https://www.corporatewellnessmagazine.com/article/successful-corporate-mindfulness-program>

## Measures of Success

<https://www.shrm.org/ResourcesAndTools/hr-topics/benefits/Pages/real-ROI-wellness.aspx#:~:text=The%20return%20on%20investment%20%28ROI%29%20related%20to%20employee,productivity%20increases%20due%20to%20a%20reduction%20in%20sick>

<https://www.apa.org/monitor/2012/07-08/ce-corner#:~:text=%20Empirically%20supported%20benefits%20of%20mindfulness%20%201,appear%20to%20be%20another%20benefit%20of...%20More%20>

## Tools to Support your Team

Walking Club

Discount memberships to local gyms (or use of on-site gym equipment after hours)

Health screenings

Employee Recipe sharing/Employee Cookbook with proceeds either supporting a charity or for employee "wish list" items that are not in the budget.

## Best Practices

<https://www.shrm.org/ResourcesAndTools/tools-and-samples/how-to-guides/Pages/howtoestablishanddesignawellnessprogram.aspx>

<https://createmycookbook.com/corporate>

## Measures of Success

↓ In insurance claims related to heart disease, obesity, diabetes, etc. **The metrics would be specific to your employee population and health care claims**

Sales

# Employee Assistance Program Overview

## CLINICAL

- Solution-Focused Short-term Counseling
- Assistance with Substance Use
- Consultation to Supervisory/Managerial Personnel
- Coaching services
- Mediation
- Critical Incident Stress Management services
- Substance Abuse Professional (Sap) Services
- Work/Life Referrals

## EDUCATIONAL

- Management/Supervisory Training Courses and Employee Orientation Sessions
- Employee Awareness Material
- Educational Workshops

## ADMINISTRATIVE

- Statistical Information
- Policy Development

## Wellness Programs

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## Cooper LTCF Grant

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