



What is wellness coaching?

- ▶ It is a series of conversations, discussions, interactions, encounters between Coach and employees intended to elicit their best thinking and decision making to create real and sustained improvement in lifestyle behaviors (weight loss, smoking cessation, increased physical activity, etc.).

Who is Wellness Coaches USA?

- ▶ Wellness Coaches USA is the pioneer and leading national provider of a uniquely effective workplace wellness model...onsite wellness coaching... that is, wellness coaching delivered directly and face-to-face to employees, right in the workplace, by our staff of Wellness Coaches...providing more employees than ever before possible with the coaching support they need to “take action” in order to improve their own health behaviors and status.

How does wellness coaching work at Hall’s?

- ▶ A full-time onsite Wellness Coach provides employees with one-on-one, individualized, live and face-to-face wellness coaching to support their efforts to take action to change and improve risky lifestyle behaviors (or otherwise deal with those health issues of importance to them and their families)...moving them steadily, each at their own pace and according to their own personal and unique needs, to sustained behavior and health improvement. The coaching interactions take place right in the workplace either on a spontaneous basis as our Wellness Coaches make their regular and scheduled rounds throughout the workplace, or on a scheduled basis. All eligible employees are encouraged to participate, regardless of their personal health status. Lifestyle issues we address through our process include nutrition, exercise, weight loss, stress, smoking, and substance abuse, and the chronic health conditions such behaviors cause.

Who is my Wellness Coach?

- ▶ Your Wellness Coach is a health promotion professional trained by us to deliver our services in the workplace. They generally have athletic training, exercise physiology, rehabilitation, nursing, or health promotion backgrounds. More specifically, our coaches must (1) have at least an undergraduate college degree (many of our coaches have advanced degrees) in a healthcare field, such as athletic training, exercise physiology, corporate wellness, health promotion, and occupational therapy, (2) have 3+ years experience in their chosen specialty, and (3) be “people” people, outgoing and confident, extremely conscientious, able to work independently, and very hard working.
- ▶ In addition, all coaches participate in our initial coach training process which includes process training, workplace training, instruction in coaching psychology and methodology, onsite startup support from senior coaches, and an ongoing mentoring process.
- ▶ You may learn more about your Coach specifically by visiting Hall’s website at www.hallscorp.com and selecting the **Health & Wellness** header on the homepage.



Is wellness coaching disruptive to employees?

- ▶ No. Our Coaches deliver our services in a systematic flow that is non-disruptive.

What results does Hall's expect from having Coaches?

- ▶ Our analyses of comparative HRA results for a broad cross section of the employees we serve show that, at least within the comparative HRA time period, an average of almost 50% of all employees eligible for our coaching services achieve improvement in at least 1 health risk factor (i.e. weight loss, smoking cessation, increased physical activity).

As a manager/supervisor, can I participate?

- ▶ Absolutely, wellness coaching is available to all Hall's employees regardless of your position/title.

As a manager/supervisor, how can I help make this successful?

- ▶ We ask that management show visible support for their on-site coach by referring employees who have health or wellness concerns to their coach.

Will Hall's, my insurance company or anyone else receive my information?

- ▶ No. Every interaction between the Coach and client will be 100% confidential. Your Wellness Coach will not share any of your personal information with anyone without your written permission. The only information that is shared with Hall's is grouped or aggregate data that does not link any specific information to an employee. This is only for the purpose of measuring the impact of our services at Hall's.

How is the data stored?

- ▶ We have developed a proprietary database system (our Coaching Data Base) to track the content and outcome of all of our coaching interactions, including employee participation statistics and changes in certain basic employee health metrics. In addition, we track changes in health risk factors as measured by the administration of year over year Health Risk Appraisals. We collect all of this data and use it in our efforts to help employees accomplish their personal health goals, to assure quality, and to continuously evaluate progress and Wellness Coach performance.