



EUROPEAN ECONOMIC CHAMBER OF TRADE, COMMERCE AND INDUSTRY

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EEIG EU STANDARD FOR HEALTH & WELLNESS

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Aims of the Standard

- 1) To encourage all Health & Wellness (H&W) establishments to achieve agreed EU standards in:
 - a) how they are run
 - b) how they manage their businesses; and
 - c) the experiences of users
- 2) To encourage confidence in health & wellness establishments as organisations that promote health, fitness and wellness for their clientele.
- 3) To reinforce a shared ethical and professional basis for all health & wellness establishments.
- 4) To ensure that all national legal requirements with regard to establishing and carrying on wellness and health centres (health resorts, rehabilitation institutes, recreation resorts and similar establishments and enterprises) have been considered and respected. These requirements concern particularly laws, decrees and edicts for health and spa resorts, hospitals, clinics, swimming baths, thermal waters and medicinal springs, natural remedies and cures; food law as to natural mineral waters and springs; laws and rules concerning the hygiene of indoor swimming pools, artificial open air baths, places for natural bathing as e.g. rivers, ponds, lakes, and brine baths, whirlpools, sauna rooms, bathrooms, warm air and steam bathing; legal and normative requirements as to sun studios and solarium establishments; internal and official controls.
- 5) To ensure the conformity of wellness and health centres with relevant:
 - a) ISO standards (with regard to water quality, water controlling methods, water preparation, water disinfection, permissible water cleaning agents, water purification and other chemicals);
 - b) legal prescriptions and stipulations as to waste water emissions from hospitals, nursing homes, health resorts and spas;
 - c) general European standards and relevant EU guidelines as far as existing, e.g. the EEC-directive on minimum requirements for the protection of human health, the EEC-directive on the quality of inshore waters for bathing, EEC-directive on ecology etc.

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Establishments that may apply for the EEIG EU Standard for Health & Wellness

Health resorts, rehabilitation institutes, recreation resorts, spa resorts, hospitals, clinics, swimming baths, thermal waters and medicinal springs, organisations promoting natural remedies and cures, health tourism establishments and similar establishments and enterprises,.

Benefits of taking part in the EEIG EU Standards Certification Scheme

- Performance - A quality standard that serves as an authoritative benchmark for assessing performance, rewarding achievement and driving improvement.
- Profile - It raises awareness and understanding of H&W, so building confidence and credibility both within the establishment and among the public.
- People - It helps H&W establishments to improve their focus on meeting users' needs and interests and developing their workforce.
- Partnerships - It helps H&W establishments to examine their services and facilities and to encourage joint working within and between organisations.
- Planning - It helps with forward planning by formalising procedures and policies.
- Patronage - It demonstrates that the H&W establishment has met an EU standard, which strengthens applications for public and private funding and gives investors confidence in the organisation.

Eligibility

To be certified, H&W enterprises/establishments must:

- meet the EEIG's 2012 definition of a H&W enterprises/establishment ('H&W enterprises/establishment must promote health and/or wellness and/or fitness for the public and be one of or a combination of Health resorts, rehabilitation institutes, recreation resorts, spa resorts, hospitals, clinics, swimming baths, thermal waters and medicinal springs, organisations promoting natural remedies and cures, health tourism establishments and similar establishments and enterprises,)
- be registered at National level
- have a formal constitution
- provide two years of relevant accounts
- meet all relevant legal, ethical, safety, equality, environmental and planning requirements
- be committed to forward planning to improve the service for users
- Meet the following specific additional requirements:
 - **Protection of human health** - Additionally to the aforementioned legal stipulations concerning the hygiene and water quality, also the national requirements with regard to the quality of air (emissions) and noise levels have to be considered and respected.
 - **Precautions for disabled and handicapped people** - All buildings, installations and equipments have to take care of disabled and handicap persons according to currently valid national and international stipulations and standards.
 - **Fire protection** - The currently valid national technical stipulations of the fire brigades have to be considered and respected as a means of preventive protection against fire.
 - **Energy economy** - Energy saving means and measures have to be taken into account in all areas of the wellness centre. They have to meet the most recent state-of-the-art

techniques and latest developments in research (e.g. solar cells, heat pumps, insulation, thermal energy).

- **Environment protection** - Ecology and measures of sustainability and environment protection have to be taken into account. The whole enterprise has to work according to healthy, non-polluting, nature friendly and environmentally beneficial methods.

Categorizing Wellness Centres

- I – Para - Wellness, Health & Fitness Centres – This category, i.e. „wellness centres“, comprise of all establishments which provide a comprehensive offer of wellness facilities but do not have at disposal a medically controlled therapeutic centre.
- II - Wellness, Health & Fitness Centres - This category, i.e. “wellness and health centres”, comprises of all establishments which provide an extensive offer of wellness and health facilities and equipment (including therapeutic facilities with a medical supervision).
- III Wellness Centres – Hotels - Hotels with wellness and fitness facilities are regarded as the third category. These are accommodation enterprises of the higher class (that means four and five star category) which fulfil the minimum criteria of wellness and fitness enterprises and establishments as described later.
- IV Leisure Wellness Facilities – Resorts Hotels with an offer of leisure time facilities and resort type with full facilities are regarded as the fourth category.

Assessment of the Enterprise and its Services

To obtain a total assessment of the enterprise and establishment including equipments etc it is necessary to judge the situation of the establishment, the buildings, the equipment, and accommodation according to the „European Hotel Standard“. The catering inclusively the special diets have to be judged according to the “European Restaurant Standard“. Further criteria are the scope, variety and quality of the wellness and health offer and facilities, respectively, e.g. health and fitness programmes, cures and treatments, wellness and fitness premises, rehabilitation premises and facilities, the therapeutic value, the medical management and supervision, and the professional staff.

Specific Areas of Wellness and Health Programmes

Generally, there is a very large range, provision and supply of means and methods. We deliberately do not recommend or distinguish between traditional orthodox medicine and alternative therapies. The reason for that is that many formerly “exotic” or alternative methods (e.g. the traditional Chinese medicine) nowadays are considered as common use and conventional. Therefore, it makes more sense to describe differences which are also recognizable for amateurs, as described later.

All therapeutic measures and methods should aim at an improvement of the guest’s or patient’s whole condition after his/her stay at such a resort, as for instance, way of life, mentality, physical condition, energy, or to put it easier, the fitness and vitality of the guest should be optimized by a change of life-style.

The offered programmes include: Status quo-recording (e.g. health check, provisions for healthy people, consultation on hygiene, sensible nourishment, correct nutrition, additional intake of vitamins, mineral components and trace elements, dieting schedules, water drinking cures), active body-oriented measures (e.g. aerobic and dancing gymnastics, training of stamina, sports involving strength, health gymnastics, old people’s gymnastics, senior dancing, underwater gymnastics), passive body-oriented measures (e.g. warm and cold water cures, sauna, fresh air therapies, massages, chiropractic therapies, homoeopathy, herbal infusions and medical teas, acupuncture, acupressure, joss stick therapies), mental-emotional measures (e.g. relaxation through self-hypnosis, yoga, meditation, aroma and flower therapies due to Bach), holistic measures (e.g. ayurveda, pancha

karma, synergy), provision of sport equipment, medical equipment, facilities of training in the open air, in the „fresh air“ (e.g. fitness parlours, possibility of mountain biking, horse riding, open air gymnastics, power walking, jogging, team sports and games), and facilities to rest and to relax (e.g. resting places, reclining seats, sun decks, deck chairs, libraries).

Negative Factors in the Wellness and Health Area

It is in the own interest of every guest (patient) of a wellness and health resort to avoid personal negative factors for the health and well-being. These factors are, in particular, stress (i.e. the psychic pressure and strain, and the illusion that the available time is not enough to reach or perform something), the lack of sleep and insomnia (which is a consequential result of the stress), a high-calorie food, a lack of movement, and a deficiency of fresh air.

There should not be any external negative factors resulting from the environment, as for instance, emissions (air pollution e.g. by the vicinity of industrial plants or motorway), noise (e.g. by the vicinity of traffic junctions, flight paths of landing and departing aircrafts, vicinity of fair-grounds, open air-concerts, dancing and night clubs), electric smog (electro-magnetic waves e.g. because of near radio and television transmitters, directional aerials, antennas, radio and mobile phone towers), earth radiation (which can be felt by sensitive persons e.g. of experts of radiesthesy, geobiology and geomagnetism, over water and metal veins), poor quality of the water (without obedience to the legally stipulated purity and clearness of water a wellness enterprise is not possible), lack of required hygiene (the legal regulations referring to the hygiene have also to be strictly observed), lack of continuous controls (it is a heavy fault when the management does not check the correctness of the provisions by current internal and external controls, e.g. „mystery shoppers“), and the lack of medical care (without that the medical-theurapeutical offer is not acceptable).

PROCEDURE OF CLASSIFICATION for Wellness and Health Centres and Wellness Enterprises of General Kind

1. **The Central Office for the Classification of Wellness Enterprises** - All applications for a classification shall be directed to our Headquarters in Brussels. The Central Office allocates the appropriate validator of the European Economic Chamber of Trade, Commerce and Industry to be engaged with the classification procedure of the applicant organisation. The validator will then proceed with the review, assessment and evaluation of the application and checklist. The final classification will be effected by the Central Office according to the evaluation and recommendation of the National Commission and validator.
2. **Classification – Application and Procedure** - The owner or manager of the wellness enterprise and establishment applies for a classification by the European Economic Chamber of Trade, Commerce and Industry in writing and asks the Central Office or National Commission for a checklist and a visit of an expert of this commission. After reviewing and assessment of the wellness and fitness establishment by a personal visit of the validator, the checklist will be evaluated. The commission carries out the evaluation within sixty days from the receipt of the application including the assessment of management procedures, the suitability of the premises, facilities, resources and treatments. The National Commission informs the owner or manager of the result of the classification procedure in writing. The relevant Certificate will be issued by the Central Office for Classification in Brussels.
3. **Dealing with Objections** - The contact person of the wellness enterprise and establishment can file an objection against the classification or against not being classified within sixty days. The contact person may object within four weeks after receipt of the decision of the Central Office for Classification or non-receipt of one after the expiration of 60 days from the lodgement of the application. This objection has to be directed to the National Commission and has to be done in writing (by registered mail) explaining the reasons for the objection. The Central Office will

consider the reasons of objection and engage the National Commission to re-check the present classification. The final decision will be made within four weeks. Court of jurisdiction is Brussels.

THE STANDARD - Requirements for EEIG EU Health & Wellness (H&W) Standards Certification

	Five Star		Four Star		Three Star	
	Standards	Points	Standards	Points	Standards	Points
A	1-11	11points	1-11	11points	1-11	11points
B	1-4	4 points	1,2,4	3 points	2	1 point
C	1-7	7 points	1,8,9	3 points	10	1 points
D	1-7	7 points	2,3,7	3 points	2,6	2 points
E	1-4	4 points	1-4	4 points	1,2	2 points
F	1-9	9 points	2-8	7 points	3-6 + 8	5 points
G	1-10	10 points	1-10	10 points	1-10	10 points
		52 points		41 points		32 points

A) **COMPULSORY Statutory Requirements**

- 1) Registration as a business
- 2) Registered Health/Wellness Establishment
- 3) Business Plan
- 4) Organization Chart
- 5) Ethical Brochure or advertising material
- 6) Local Chamber of Commerce Membership
- 7) VAT Registration
- 8) Health & Safety Registration
- 9) Social Security Registration
- 10) Accounts Available
- 11) At least 2 persons in the organisation must have been certified for First Aid by a National Authority

B) **GENERAL Requirements**

- 1) Health programmes, cures, treatments
- 2) Premises for wellness and fitness
- 3) Facilities for rehabilitation
- 4) Constant controls (of water, hygiene, medical care, etc.)

C) **STAFFING (Minimum)**

- 1) Medical director
- 2) Medical specialist for internal medicine
- 3) Medical practitioner specialized in cures
- 4) Psychologist
- 5) Dietician
- 6) 2 or more physiotherapists
- 7) 3 or more masseurs
- 8) Physiotherapist
- 9) 2 masseurs
- 10) 1 masseur
- 11) Other Specify - Accounting
- 12) Other Specify - Clerical
- 13) Other Specify - Reception
- 14) Other Specify – Customer Service
- 15) Other Specify - Cleaning
- 16) Other Specify

D) SERVICES

- 1) Status quo-recording (e.g. health check, provisions for healthy people, consultation on hygiene, sensible nourishment, additional intake of vitamins, mineral components and trace elements, dieting schedules, water drinking cures)
- 2) Active body-oriented measures (e.g. aerobic and dancing gymnastics, training of stamina, sports involving strength, health gymnastics, old people's gymnastics, underwater gymnastics)
- 3) Passive body-oriented measures (e.g. warm and cold water cures, sauna, fresh air therapies, massages, chiropractic therapy, homoeopathy, herbal infusions and medical teas, acupuncture, acupressure, joss stick therapies)
- 4) Mental-emotional measures (e.g. relaxation through self-hypnosis, yoga, meditation, aroma and Bach flower therapies)
- 5) Holistic measures (e.g. ayurveda, pancha karma, synergy)
- 6) Offer of sport equipment, medical equipment, facilities of training in the open air, in the „fresh air“ (e.g. fitness parlours, possibility of mountain biking, horse riding, open air gymnastics, power walking, jogging, team sports and games)
- 7) Facilities to rest and to relax (e.g. resting places, reclining seats, deck chairs, libraries)
- 8) Other Specify
- 9) Other Specify
- 10) Other Specify

E) Environmental factors:

- 1) Emissions (air pollution e.g. by the vicinity of industrial plants or motorway)
- 2) Noise (e.g. by the vicinity of traffic junctions, flight paths of landing and departing aircrafts, vicinity of fair-grounds, open air-concerts, dancing and night clubs)
- 3) Electric smog (electro-magnetic waves e.g. because of near radio and television transmitters, directional aerials, antennas, radio and mobile phone towers)
- 4) Earth radiation (which can be felt by sensitive persons e.g. of experts of radiesthesia, geobiology and geomagnetism, over water and metal veins)
- 5) Other Specify
- 6) Other Specify
- 7) Other Specify
- 8) Other Specify
- 9) Other Specify
- 10) Other Specify

F) Natural Therapies and Products

- 1) Natural healing water or thermal waters which are enriched with minerals and space elements (e.g. carbonic acid, sulphur, radon, brine)
- 2) Mud (e.g. mud-baths, marshy soil, fango-packages, algae-thalasso treatment)
- 3) Health massages (e.g. whole body massages, lymph drainage, massage of the connective tissue) and special massages (e.g. according to traditional Chinese, Japanese or Indian methods, massage of the foot reflex zones)
- 4) Water therapies (e.g. underwater massage, underwater gymnastics, Kneip cures, alternating hot and cold baths, water drinking cures)
- 5) Sauna with cold water bassin (e.g. Finnish sauna, herbal steam baths)
- 6) Room climate therapies (e.g. tepidarium, laconium, caldarium, sudatorium, oxygen therapies, salt water inhalation, medicine inhalation, fresh air restrooms, solarium)
- 7) Therapeutic exercises (e.g. breathing exercises, health gymnastics, rehabilitation gymnastics, fitness exercises, aerobics)
- 8) Cosmetics and beauty culture (e.g. beauty masks, facial massage, manicure, pedicure, haircut and hair styling)

9) Electro-physical treatments (e.g. galvano technique, ultra-sound, ultra-short waves and frequency modulation, ionto-phorese, interference, stimulation therapie, magnetic field therapy)

10) Other Specify

G) CUSTOMER SERVICE

1) The whole impression of the premises is clean

2) Reception staff are friendly

3) The waiting lounge is clean and comfortable

4) The general ambiance is good

5) Staff available with competency in English

6) The requirements and wishes, respectively, of the guests are completely met

7) The service is friendly

8) The service is quick

9) The service is efficient

10) Clients are given a feedback form which is reviewed by management

Further information

The EEIG EU Standards Certification Committee - The EEIG EU Standards Certification Scheme is overseen by the EEIG EU Standards Certification Committee, whose members are senior H&W Centre professionals. The members bring a broad spread of knowledge and expertise relating to H&W Centres of all types throughout Europe. EEIG EU Standards Certification Panels, which are sub-groups of the committee, meet regularly to consider applications and returns. These decisions are reviewed at annual EEIG EU Standards Certification Committee meetings.

The assessing organisations - The organisations that assess H&W Centres for EEIG EU Standards Certification are Certified EEIG Quality Systems Assessors and Validators at the various EEIG National Offices. Certified EEIG Quality Systems Assessors and Validators can be registered after relevant training by EUROCOT – IEM, the education & training commission of the EEIG. These assessors/validators assess each H&W Centre's application or return. The assessments are passed to the EEIG EU Standards Certification Secretariat at PO Box 40668, Larnaca 6306, Cyprus where they are processed, quality assured and scheduled to be presented to an EEIG EU Standards Certification Panel for final issue of Certification.

Keeping EEIG Certified status - Once a H&W Centre has been awarded EEIG Certified status, it must prove that it continues to meet the requirements of the scheme by sending an EEIG EU Standards Certification return to the assessing organisation every two to three years, as required.

Changes to the EEIG EU Standards Certification standard - Over time, the requirements for the EEIG EU Standards Certification standard may change to make sure they remain up to date with developments in the sector and in line with current practice. When changes are made, all EEIG Certified H&W Centres will be given reasonable notice of the changes before they are expected to meet the revised requirements.

Changes to EEIG Certified status - If a H&W Centre stops meeting the EEIG EU Standards Certification requirements, the H&W Centre's status may be reduced to 'provisional' or it may lose its EEIG EU Standards Certification status altogether. This decision would be taken by an EEIG EU Standards Certification Panel after discussing the matter with the H&W Centre and the relevant assessing organisation.

If a H&W Centre fails to provide their EEIG EU Standards Certification returns within the timescale allowed it may lose its EEIG EU Standards Certification status.

A H&W Centre can ask to be removed from the EEIG EU Standards Certification scheme.

APPENDIX 1 – Staff Competency Training

Core Skill Sets

1. **Communication** - H&W Centre Staffs show that they can communicate effectively when they:
 - Read, retain, and apply published ideas
 - Write clearly and accurately in a variety of contexts and formats
 - Speak clearly and coherently in both formal and informal settings
 - Demonstrate active listening skills and effective interpersonal communication
 - Employ the vocabulary of the subject being studied
 - Become proficient in a second language or in an alternative form of communication
2. **Information Competency** - H&W Centre Staffs show that they have information competency skills when they:
 - Recognize the need for information and/or identify and clarify the question that needs to be answered
 - Differentiate between major and minor arguments or ideas
 - Find and interpret relevant information from text, tables, graphs, maps, media, personal communication, observation, and electronic databases
 - Evaluate authority, veracity and bias of information
 - Utilize the data gathered to draw conclusions or to create new sources of information that can be shared with others
 - Document their sources of information
 - Use technology to acquire and process information
3. **Critical Thinking and Problem Solving** - H&W Centre Staffs show that they have critical thinking and problem solving skills when they:
 - Evaluate their own beliefs, biases, and assumptions
 - Evaluate strengths, weakness, and fallacies of logic in arguments and information
 - Apply lessons from the past or learned knowledge and skills to new and varied situations
 - Apply the principles of scientific reasoning to solve problems
 - Perform basic computations or approach practical problems by choosing appropriately from a variety of mathematical techniques
 - Devise and defend a logical hypothesis to explain observed phenomenon
 - Recognize a problem and devise and implement a plan of action
4. **Creative Expression** - H&W Centre Staffs demonstrate creative expression when they:
 - Generate new ideas, express themselves creatively, or solve complex problems in an original way
 - Collaborate to perform the work of others or to create original work
 - Apply feedback to improve their performance
 - Evaluate diverse artistic works in varied media
5. **Civic Responsibility** - H&W Centre Staffs show an ability to assume civic responsibility when they:
 - Demonstrate a knowledge of current events and social issues
 - Work effectively as a leader and/or participant in group settings
 - Assume civic, political, or social responsibilities
 - Identify their personal convictions and explore options for putting these convictions into practice
 - Accept responsibility for their own actions
 - Demonstrate respect for a diversity of ideas and the rights of others
 - Exhibit personal, professional, and academic honesty
 - Display behavior consistent with the ethical standards within a discipline or profession

6. **Social Interaction and Life Skills** - H&W Centre Staffs show that they have effective social interaction and life skills when they:
- Work as an effective member of a team
 - Demonstrate etiquette both in face-to-face and written interactions and communications
 - Use language as appropriate to the situation
 - Utilize conflict resolution skills when appropriate
 - Demonstrate the ability to give and receive constructive feedback
 - Apply time management skills to complete a task
 - Develop stress management skills and/or other skills to maintain health and wellness

Competency Skill Sets Available through EUROCOTT

- 1- HLT07 Allied health assistance - community rehabilitation skill set
- 2- HLT07 Allied health assistance - nutrition and dietetics skill set
- 3- HLT07 Allied health assistance - occupational therapy skill set
- 4- HLT07 Allied health assistance - physiotherapy skill set
- 5- HLT07 Allied health assistance - podiatry skill set
- 6- HLT07 Aromatherapy skill set
- 7- HLT07 Client safety skill set
- 8- HLT07 Clinical coding skill set
- 9- HLT07 Food safety supervision skill set - for community services and health industries
- 10- HLT07 Infection control skill set
- 11- HLT07 Optical process work skill set
- 12- HLT07 Oral health care skill set - personal client support (health)
- 13- HLT07 Oral health care skill set - to work with aged care clients
- 14- HLT07 Oral health care skill set - to work with people with disability
- 15- HLT07 Oral health information skill set
- 16- HLT07 Reflexology skill set

APPENDIX 2 – Glossary

Part I – Definitions related to the certification

„Wellness“ (in the broadest sense) includes the physical, mental and emotional feeling of well-being of a human being in its entirety. It is recognizable as a psychosomatically balanced and harmonic condition.

„Fitness“ is the physical, mental and emotional top form of a human being. It is recognizable as a special vitality and physical first-class performance, in most cases combined with an optimistic view of life and cheerful mood.

Purpose of Wellness and Fitness Centres - The definitions of „wellness“ and „fitness“ show connections with medical care and health. Therefore, “wellness and health centres” should have doctors (medical practitioners and specialists), psychologists, dieticians, physiotherapists, and masseurs who are responsible for different areas and aspects of the wellness establishment and enterprise. In a medically controlled health and wellness resort (every “wellness centre” should be medically controlled to a certain amount) there are, that is proved, many positive factors to

influence health, e.g. remedies against arteriosclerosis. Even months after the cure and health treatment the blood pressure were lower, the contents of cholesterol and the fibrogenic concentration in blood were improved. It is proved that also the cerebral circulation of the blood was improved after bathing in carbonated water. Even one year after the therapeutic treatment of the body the pains were still reduced. A stay in a health and wellness resort shows many positive effects on persons under stress, e.g. a long lasting improvement of many psychological factors as mood, contentedness and quality of sleep, and also the physical condition.

Part II - General Definitions

Access – usually seen in terms of identifying barriers that prevent participation and developing strategies to dismantle them. Barriers come in many forms and may be physical, sensory, intellectual, attitudinal, social, cultural or financial.

Accessible – includes all forms of access – being open to visitors, by appointment, to specific user groups, virtual access, etc.

Acquisition – the process of legally acquiring an item, technology or intellectual property for the establishment.

Approval – means that the governing body or delegated authority has made a policy decision to support a proposal and this has been ratified and recorded.

Constitution – a legal set of fundamental principles according to which an organisation is governed.

Consultation – formal or informal methods of finding out what users and non-users think, want or need.

Documentation – the information records about the operations of the H&W establishment.

Environmental sustainability – how a H&W Centre uses its resources responsibly to minimise its detrimental impact on the natural world.

Forward plan – a forward-looking document that sets out the detailed aims and objectives of an organisation, to be achieved within a defined planning cycle. It is sometimes called a business plan.

Forward planning – a considered way of setting strategic direction and overarching ambition by taking stock and prioritising work in line with the organisation's statement of purpose and in consultation with its stakeholders, aligning resources with objectives.

Induction procedures – the formalised process of informing everyone with a role in the H&W Centre all about the H&W Centre, its purpose and priorities.

Interpretative methods – the way in which ideas and information about the collections are communicated to users.

Key aims – these are the overarching priorities for the H&W Centre to deliver the statement of purpose.

Learning – includes both formal and informal learning. It may involve the development or deepening of skills, knowledge, understanding, awareness, values, ideas and feelings, or an increase in the capacity to reflect.

H&W Centre mentors – H&W Centre professionals supporting the achievement of EEIG EU Standards Certification by smaller, volunteer-run H&W Centres.

Non-users – people who do not currently make use of the H&W Centre.

Objectives – the tasks that ensure key aims are achieved. They should be SMART – that is, specific, measurable, achievable, relevant and time bound.

Occupancy – the formal terms under which an organisation is based in a building or on a site.

Policies – approved documents or statements that provide strategic direction for the organisation.

Procedures – define standardised processes. They are a practical operational guide and may also be called manuals, handbooks, instructions, etc.

Professional – with a suitable qualification supported by recent relevant experience.

Rationalisation – the process of refining services with the H&W Centre’s statement of purpose.

Resilience – the long-term viability of an organisation to survive and adapt in a changing environment.

Resource plan – identifies and quantifies the people and money available to realise objectives within the current forward plan. The resource plan should cover the same years as the forward plan even if figures for years other than the current one are only indicative.

Risk – combination of threat and likelihood of it occurring. Risk is the potential for a chosen action or activity (including the choice of inaction) to lead to a loss.

Sustainable – capacity of the H&W Centre for long-term survival as an organisation.

SPECTRUM – the industry standard for services management, defining agreed procedures for the establishment’s operations.

Statement of purpose – defines why the H&W Centre exists and who it is for. The statement of purpose may be found within the H&W Centre’s governance document.

Succession procedures – an agreed set of processes to ensure the business continuity and accountability through changes of leadership or of key members of the workforce.

Users – individuals and groups who make use of the H&W Centre’s resources or facilities in some way.

Workforce – the people, both paid and unpaid, who work at the H&W Centre.

Part III - Health & Wellness Specific Definitions

Acupuncture - The practice of inserting fine needles on specific meridian points for the purpose of relieving tension, stress, and pain. Highly useful in the treatment and relief of back pain.

Addiction - Psychological, emotional, or physical dependence on the effects of a drug.

Adjustments - A form of chiropractic technique involving the application of gentle, yet firm, pressure to a bone. Adjustments employ a high velocity, low amplitude thrust. The goal of any adjustment is to restore the bone to its natural, or original, position.

Aerobic Exercise - These kinds of exercises generally involve large muscle groups and foster a strong and healthy heart and lung function.

AIDS (Acquired Immune Deficiency Syndrome) - The final and most serious stage of HIV disease, which causes severe damage to the immune system. AIDS begins when a person with HIV infection has a CD4 cell count below 200. (CD4 is also called “T-cell”, a type of immune cell.) AIDS is also defined by numerous opportunistic infections and cancers that occur in the presence of HIV infection. AIDS is the fifth leading cause of death among persons between ages 25 and 44 in the United States.

Alternative Medicine - The use of various non-drug, non-surgical therapies that also incorporate a natural means of treatment.

Anabolism - The metabolic process of building new tissue. Typically used in relation to building muscle, ligaments and tendons.

Back Extension - Backward bending of the spine.

Back Flexion - Forward bending of the spine.

Bariatric surgery - Surgery on the stomach and/or intestines to help the patient with extreme obesity lose weight. Bariatric surgery is a last-resort weight-loss method used for people who have a body mass index (BMI) in excess of 40.

Basal Energy Expenditure (BEE) - (Basal Metabolic Rate) The number of calories that your body needs for basic processes such as digestion, breathing, brain function, etc.

Bioelectrical impedance analysis (BIA) - A way to estimate the amount of body weight that is fat and nonfat. Nonfat weight comes from bone, muscle, body water, organs, and other body tissues. BIA works by measuring how difficult it is for a harmless electrical current to move through the body. The more fat a person has, the harder it is for electricity to flow through the body. The less fat a person has, the easier it is for electricity to flow through the body. By measuring the flow of electricity, one can estimate body fat percent.

Body composition score (BCS) - A measure that combines body weight, percentage of body fat, waist circumference and hip circumference into one score. The BCS is a more accurate measure of weight loss progress than simply measuring body weight.

Body mass index (BMI) - A measure of body weight relative to height. BMI can be used to determine if people are at a healthy weight, overweight, or obese. A body mass index (BMI) of 18.5 up to 25 refers to a healthy weight, a BMI of 25 up to 30 refers to overweight and a BMI of 30 or higher refers to obese.

Bodywork - A general term that relates to a wide variety of hands-on therapies, such as massage and some movement therapies.

Calorie - A unit of energy in food. Carbohydrates have 4 calories per gram. Proteins have 4 calories per gram. Fat has 9 calories per gram.

Carbohydrate - A major source of energy in the diet. There are two kinds of carbohydrates: simple carbohydrates and complex carbohydrates. Simple carbohydrates are sugars, while complex carbohydrates include both starches and fiber. Carbohydrates have 4 calories per gram. They are found naturally in foods such as breads, cereals, fruits, vegetables, and milk and dairy products. Foods such as sugar cereals, soft drinks, fruit drinks, fruit punch, lemonade, cakes, cookies, pies, ice cream, and candy are very rich in sugars.

Cardiovascular system - The system in your body responsible for distributing blood throughout the body. The cardiovascular system is made up of the heart, arteries, capillaries and veins.

Cartilage - A connective tissue that lines the ends of bones and most joints. It lines the facet joints of the spine.

Casual Dress Policy - A policy allowing employees to come to work in casual dress, often during designated times, such as over the summer or on Fridays.

Chinese Medicine - The general term to describe the numerous techniques utilized in China for many thousands of years to heal bodily ailments. These may include massage, herbs, acupuncture and Qi Gong.

Chiropractic - Comes from the Greek words, "chiro," meaning hand, and "practic," meaning practice, or treatment. Chiropractic is a form of health care that focuses primarily on restoring normal position, motion and function in the body's structures; especially the spine.

Chiropractor - Also known as a doctor of chiropractic (D.C.), diagnoses and treats a broad range of physical conditions in patients with muscular, nervous, and skeletal problems, especially the spine.

Chronic Pain - Pain that has lasted for more than three months generally having significant psychological and emotional affects and limiting a person's ability to fully function.

Cognitive Restructuring - A therapy whose emphasis is on learning to recognize and then change, or restructure thought processes, reframing thoughts in less stressful terms. Learning to make molehills out of mountains.

Company Wellness Program - The phrase company wellness program is commonly used to refer to health promotion efforts provided through one's employer.

Complementary Medicine - The use of various non-drug, non-surgical related therapies. Using natural means of treatment.

CPR and First Aid Training - Training offered onsite or offsite, at a discounted rate, for employees to learn CPR and First Aid training.

Cranio-Sacral Therapy - A manual therapy focusing on manipulation of the bones in the skull and sacrum.

Degenerative Arthritis - The wearing away of cartilage that protects and cushions joints including those in the spine, hands and feet (see Osteoarthritis).

Diet - What a person eats and drinks. Any type of eating plan.

Employee Assistance Program (EAP) - Services provided free of charge by employer through outside agencies for an employee's confidential assessment, referral and short-term counseling on personal problems.

Employee Wellness Program - An employee wellness program is a wellness program offered through a corporation or business. The programs are intended to improve the health and wellbeing of employees – thereby improving productivity, lowering health care costs as well as other benefits.

Exercise - Exercise is physical activity that is planned or structured. It involves repetitive bodily movement done to improve or maintain one or more components of physical fitness: cardiovascular fitness, muscle strength, endurance, flexibility and body composition.

Exercise Therapy - A form of chiropractic treatment used to help manage pain, rehabilitate damaged soft tissues, such as muscles, ligament, and tendons, and restore normal range of motion and function.

Fat - A major source of energy in the diet. All food fats have 9 calories per gram. Fat helps the body absorb fat-soluble vitamins, such as vitamins A, D, E, and K, and carotenoids. Some kinds of fats, especially saturated fats, [see definition] may cause blood cholesterol to increase and increase the risk for heart disease. Other fats, such as unsaturated fats do not increase blood cholesterol. Fats that are in foods are combinations of monounsaturated, polyunsaturated, and saturated fatty acids.

Fibromyalgia - Fibromyalgia is a condition that causes pain in muscles, joints, ligaments and tendons. Fibrositis: Pain arising from damaged tendons or muscles.

Health Fair - A health fair is an organized event which is designed to promote health and wellness. Health fairs can be both private and community-based.

Health Newsletter - A [health newsletter](#) is a newsletter designed to provide information about various health topics. Health newsletters are a very common component of [wellness programs](#).

Health Risk Appraisal (HRA) - a valuable personal wellness profile with a series of questions that results in an overall portrait of your current health status and potential future health risks. The phrase is also used interchangeably with the phrase

Health Risk Assessment (HRA) - a questionnaire used to determine a person and/or groups current health status as well as their potential future health risks. The questionnaires refer to many different lifestyle and behavioral activities. The phrase is also used interchangeably with the phrase

Health Screening - Health services provided to employees onsite or at a community medical center for screenings, flu shots, consultations, etc.

Health Wellness Program - A health wellness program is a phrase used to describe health promotion efforts. This general term can be used to describe a host of different programs. For more information refer to Health Wellness Program

Ideal body weight - The weight that your body would be if you had a 20% body fat. Calculated by multiplying your current lean body mass by 1.2.

Imagery - A method of pain relief that uses mental images produced by memory or imagination.

Inflammation - A pathologic process associated with redness, heat, swelling, pain, and loss of function. This process destroys tissues but is also associated with the repair and healing of body structures.

Kinesiology - The study of muscles and their relation to movement and pain relief.

Massage Therapy - A general term to describe various bodywork techniques.

Meditation - A general term for numerous practices where one focuses awareness on one thing such as breath or a short phrase in order to quiet the mind.

Metabolism - All of the processes that occur in the body that turn the food you eat into energy your body can use.

Moderate-intensity physical activity - To be classified as moderate-intensity, physical activity generally requires sustained, rhythmic movements of an intense enough level to elevate heart rate to 50% – 70% of maximum heart rate. A person should feel some exertion but should be able to carry on a conversation comfortably during the activity.

Muscle Tension - A state where the muscles are in a general state of contraction.

Nutrition - The relationship of food to the well-being of the body.

Obesity - Having an excessive amount of body fat. A person is considered obese if he or she has a body mass index (BMI) of 30 kg/m² or greater.

Overload principle – Strength training term that refers to the phenomenon that muscles only grow in strength if they are pushed to near maximum effort – overloaded.

Pedometer - A small device that counts each step taken, total distance walked, or other related measures. It is usually worn on the waistband or in a pocket. Phenylethanolamine (PEA): A chemical found in chocolate that elevates mood. It is thought to be the compound that causes chocolate cravings.

Physical activity - Any form of exercise or movement. Physical activity may include planned activity such as walking, running, basketball, or other sports. Physical activity may also include other daily activities such as household chores, yard work, walking the dog, etc.

Physical fitness - The measure of a person's ability to perform physical activities that require endurance, strength, or flexibility and is determined by a combination of regular activity and genetically inherited ability.

Physical Therapy - The health profession that treats pain in muscles, nerves, joints, and bones with exercise, electrical stimulation, hydrotherapy, and the use of massage, heat, cold, and electrical devices. Phytochemicals: Plant chemicals, some of which are associated with potential health benefits.

Recommended dietary allowance (RDA) – The level of dietary intake of essential nutrients considered to be sufficient to meet the minimum nutritional needs of most healthy individuals.

Relaxation Techniques - A natural process that can be learned by anyone to reverse the effects of stress on the body's physiology. Methods used to lessen tension, reduce anxiety, and manage pain.

Repetitions or "Reps" - Refers to a single full execution of an exercise movement. For example, one repetition of a push-up involves beginning with your arms straight, lowering your body to the floor and returning to the starting position. The number of repetitions you perform of a particular exercise will determine the type of benefit to your muscles. Higher weights with lower repetitions will increase strength. Lower weights with higher repetitions will increase endurance.

Routine - This term encompasses virtually every aspect of what you do in an exercise session, including: the exercises, reps and sets you do of strength training, aerobic conditioning, the order in which you perform the exercises, the length of time spent. To keep workouts interesting, many people change their routine from time to time. Your routine is also referred to as your "program" or your "workout."

Sedentary - A person who engages in little to no leisure-time physical activity.

Set - A set is a group of repetitions that you perform without rest. For example, if you do ten repetitions of a bench press and then place the bar back on the rack and rest, you have just completed one set. For strength training, most people do three sets of a particular exercise, 10 – 15 repetitions in each set, and a one minute rest between each set.

Smoking Cessation Programs - Programs made available to employees that help them to stop smoking.

Strength training - This helps you tone muscles and lose fat. It also helps to keep your bones keep your bones strong-which helps you avoid fractures as your bones weaken with age.

Stress Management Programs - Onsite programs offered to employees to assess their personal stress level and to help them learn to effectively manage stress in their lives.

Support Groups for Employees with Special Interests - Informal support groups assist employees with work/life issues and can be arranged onsite after work hours or during lunch.

Therapeutic massage - A form of massage that involves the manipulation of the soft tissues of the body to decrease muscle spasm, pain and to improve movement.

Tolerance - Decreasing effect of a drug with the same dose or the need to increase the dose to maintain the same effect.

Trigger Point Therapy - The application of pressure on tender trigger points in the muscles to relieve pain and tension.

Underwater weighing - A research method for estimating body fat. A person is placed in a tank, underwater, and weighed. By comparing weight underwater with weight on land, one can get a very good measure of body fat.

Vigorous-intensity physical activity - To be classified as vigorous-intensity, physical activity requires sustained, rhythmic movements of an intense enough level to elevate heart rate to 70% – 85% of maximum heart rate. Vigorous-intensity physical activity may be intense enough to represent a substantial challenge to an individual, resulting in a significant increase in heart rate and respiration.

Weight control - Achieving and maintaining a healthy weight by eating well and getting regular physical activity.

Wellness - physical well-being, especially when maintained or achieved through good diet and regular exercise.

Wellness Consultant - A wellness consultant is a professional trained to assist individuals and/or organizations with health promotion and wellness programs.

Wellness Program - A wellness program are any programs which promote health. [Wellness programs](#) can be personal or group based. The phrase is loosely used to describe a wide range of activities and programs.

Wellness Workshops - Wellness programs, ranging from onsite fitness centers to free flu shots for employees encourage good health for staff.

Work Station Ergonomic Evaluation - A practice wherein an employer has an outside ergonomic contractor evaluate its employee's work space to ensure ergonomic safety.

Work/Life Resource Center - A resource center that houses information relating to work/life issues.

Workplace Wellness Programs - are health promotion initiatives provided by or through an employer.

Yoga - A gentle exercise system consisting of numerous stretching movements that is extremely helpful in healing.