

*Well Workplace Award  
Executive Summary*

# The Washington Trust Company

Westerly, RI

## Silver Award

This document is an executive summary of the entire application submitted by this organization. For more information on the Well Workplace application criteria and the process for submission, please visit <http://www.welcoa.org/wellworkplace>. Complete applications are on file at the Wellness Councils of America.

Information in this publication is carefully reviewed for accuracy. Questions, comments, or ideas are welcome. Please direct to Dr. David Hunnicutt, Executive Editor, at the address below.

Information may not be reproduced, copied, cited, or circulated in any printed or electronic form without written permission from the publisher. ©2005 Wellness Councils of America, 9802 Nicholas Street, Suite 315, Omaha, NE 68114; Phone: (402) 827-3590; Fax: (402)827-3594; visit our website at [www.welcoa.org](http://www.welcoa.org).

All rights reserved. Information contained in this document was accurate at the time the award was designated. Due to changing business environments information is subject to change without notification.



**WELLNESS COUNCILS  
OF AMERICA**

©2005

**Please provide an overview of the background of your organization.**

Washington Trust, led by John C. Warren, Chairman and CEO, is an independent financial institution that was founded on August 22, 1800. Over the centuries, Washington Trust has served as a pillar of economic strength and stability. Today Washington Trust has 18 offices in Connecticut and Rhode Island.

Our longevity and success can be attributed to our close identification with the well being of our employees and the communities we serve, as well as the quality of service we provide our customers. This dedication was recognized in 2003 with the *Greatest Place to Work* award from the Providence Business News. Now in our third century of business, Washington Trust remains dedicated to the fulfillment of our vision, "To Be the Best Community Bank and Trust Company in New England."

**Please discuss the background of your wellness initiative and how and why it came into existence.**

Knowing that a healthy workforce would be more productive, the Bank partnered with the *Good Health Benefit* of BCBSRI to found an employee wellness program in the early 1980's. Over the years, the wellness program has been expanded to include wellness education and awareness programs through *Good Health Benefit*, The Beacon Mutual Insurance Company, the Westerly Ambulance Corps, and other outside vendors. We have seen this long-term commitment to employee wellness payoff in terms of lower insurance premiums, lower absenteeism and lower worker's compensation claims.

**State the vision and mission statement of the organization and the wellness program.**

*The Washington Trust Company Vision Statement*

To be the best community bank and trust company in New England.

*The Washington Trust Company Mission Statement*

As an independent financial services company, we will provide the highest value to our shareholders by:

- Delivering superior service to our customers
- Providing financial and public service leadership in our communities

- Fostering a well-trained and highly motivated staff

*The Washington Trust Company Wellness Program Vision Statement*

Washington Trust's wellness program supports and encourages employees to achieve and maintain a healthy lifestyle and the program is recognized both internally and externally as a superior program delivering positive results.

*The Washington Trust Company Wellness Program Mission Statement*

Washington Trust values the health, welfare and financial future of our employees and their families. The Bank takes a proactive approach and offers a wellness program that focuses on awareness and education. The program is meant to help employees understand how family history and/or habits affect their lives, and motivate employees to take control of their own health and financial future, as well as reduce risks to avoid future problems.



**Give a descriptive overview of the look and feel of the initiative based around the 7 critical benchmarks.**

*Senior Level Support*

At The Washington Trust Company, senior executives have continually provided support for the wellness program initiatives. They have made a commitment to helping employees live healthier lives. Whether through memos, e-mails, announcements at staff meetings, or participation in wellness events, the commitment senior executives demonstrate to the programs offered helps drive high participation levels.

*The Wellness Team*

The wellness program is coordinated through the Human Resources Department under the leadership of Vernon Bliven, Senior Vice President Human Resources, Kristen DiSanto, Vice President Human Resources and Liz Musgrave, Assistant Vice President Human Resources. Each region has a Wellness Coordinator who helps to make arrangements when wellness events are scheduled in their area.

*Collecting Data*

Biannually a Wellness Clinic is conducted. The aggregate results from the Health Risk Appraisal and interest survey from this clinic are the main sources of data collection used by the executive committee of the wellness team to choose future programming. The executive committee also regularly reviews the demographics of our employee population and claims reports from our health and worker's compensation insurance carriers to ensure we are offering appropriate programs.

*Operating Plan*

Following the presentation of the aggregate results of the HRAs and interest surveys, the executive committee of the wellness team makes any necessary revisions/additions to the goals outlined in the wellness operating plan. The plan is revisited periodically throughout its two year span to ensure that the goals are still appropriate.

*Interventions*

Based on the goals outlined in the operating plan, appropriate interventions are selected. The majority of programs are offered through BCBSRI's *Good Health Benefit*. However, other

vendors, such as Weight Watchers and Beacon Mutual Insurance, are used to supplement the plan.

### *Supportive Environment*

Washington Trust recognizes that our employees are our most important asset. We take pride in our facilities, ensuring that they are state of the art, and provide benefits to help employees meet all of their needs, including an EAP, Work/Life program, paid time off, work time to attend wellness events and many more. We have policies in place to protect our employees, including an anti-violence policy, driver safety policy, drug and alcohol use policy and many others.

### *Outcomes*

We have established several ways to track the outcomes of our wellness initiative. First, we use the aggregate results of the biannual HRAs to monitor long-term changes in employee behavior. We gather a satisfaction survey at the end of each program to get employee feedback. With an employee's permission we advertise their success, such as the overall weight loss of the Weight Watchers at Work group and a newsletter article about an employee who stopped smoking after 40-years with the help of the *Try To Stop* organization.

**Discuss and provide information on an individual(s) that has made the wellness initiative what it is today and provide a quote or two from the individual about the program and/or its growth.**

When the wellness initiative was founded back in the early 1980's it included only programs offered through BCBSRI's *Good Health Benefit*. Over the last several years, Liz Musgrave, AVP, Human Resources along with Kristen DiSanto, VP, Human Resources, have worked to expand the initiative to include programs offered through other vendors and to offer programs in different formats. This expansion has included offering programs from vendors such as our worker's compensation carrier and Weight Watchers. While many programs are still offered in the traditional seminar format, we now also offer programs that can be completed through the mail or on-line and we've established a bi-weekly wellness article that is e-mailed to all employees. According to Liz Musgrave, "As the Bank continues to grow and open branches throughout New England, it will become more important that we continue to offer a wide variety of programs in many different formats to capture the highest level of employee participation."

**Please highlight three unique strengths the wellness initiative offers for the employees.**

1. *Program content* – the executive committee of the wellness team strives to offer programs that will be valuable and interesting to the employees. We have made a commitment to offer programs in a variety of mediums (i.e., lecture format, clinic format, by mail, etc.) to capture the interest of as many employees as possible.
2. *Accessibility of programs* – we have made a commitment to offer programs at multiple locations and at different times to accommodate the schedules of as many employees as possible.
3. *Employee involvement* – because of the planning that goes into the wellness initiative we have very high participation levels. For example, at our last wellness clinic in October 2003 33% of our employees participated.

**Briefly describe the most popular programs and activities your wellness initiative offers.**

*Bi-Annual Wellness Clinic* – this wellness clinic is offered every other year and gives employees a free blood pressure screening, total cholesterol screening, HDL screening, blood sugar screening, results from their health risk assessment and access to a variety of health education materials.

*Annual Flu Shots* – each fall we have registered nurses come on site to administer flu shots to our employees and their family members. In 2003, 27.4% of employees participated in this event.

*One-on-One with a Personal Trainer* – this program has been offered twice in the last two years and gave employees an opportunity to have a private consultation with a Personal Trainer. The trainers helped employees either begin or refine their exercise program. One reason this program was so popular is that the personal trainers gave employees exercise options to do from home rather than referring all employee to join a fitness center.

**Provide any other pertinent information you would like to highlight about our organization.**