

World Seminar – Plenary session

Wellness, where are we? Phoenix Clubhouse, Francez Leung

- Hello, everybody, I am Francez, from Phoenix Clubhouse, Hong Kong. Today, we would share how Phoenix Clubhouse promotes Wellness. Actually, we have 8 dimensions of wellness. However, we don't have enough time to share all the dimensions one by one. We would mainly focus on some of aspect of Wellness.
- We have a Structure Process Outcome model to ensure good quality of service. Phoenix Clubhouse has 4 Work Units. **For structure**, Environmental Protection and Tuckshop Unit is mainly responsible for coordinating the social program and promoting the healthy lifestyle in Clubhouse. We also have Health Ambassadors.
- Health Ambassadors are constituted by members and staff. They aim to promote healthy lifestyle and organize health-related activities. They would have meetings every 2 months. They would have discussion on increasing usage of fitness equipment, details of healthy activities and review on the promotion of "Healthy Lifestyle". They also conduct survey for members every year on their health conditions; such as health, blood pressure, and waist size.
- **For the Process**, there are 3 factors helping us to promote Wellness. First, we would talk about service factors.
- In Tuck shop, we do not sell soda, ice-cream, chips or any other snacks with high salt and sugar content. We sell beverages with low sugar content. All snacks have calories labels.
- For ur food in Clubhouse, we mainly cook our lunches by steaming and oven-baking. No deep-frying dishes is served.
- 'Low oil, salt and sugar' is our principle of seasoning. You see, here is our lunch. It has so much vegies and 2 kinds of fruits. It is very yummy. We also have healthy afternoon beverage of the week.
- Every 2 years, Healthy Chef Cooking Contest will be held. Contestants are required to design and cook a healthy dish.
- For Social Program, we would divide it into 4 themes, ie. Spiritual, Social, Emotional and Physical Wellness.
- For Spiritual Wellness, we would organize spiritual lunch once Saturday every month. We would share positive psychology, 5 ways to Well-being, recovery concept and stress management techniques, Life and Death education with joint hands of our members.
- For Social Wellness, we would collaborate with different NGO, Day hospital, dietitian and government dept to organize different activities in order to improve social inclusion.
- And Emotional Wellness, we have so many different kinds of festival celebration, Birthday Party and Fun day.
- For Physical Wellness, we have different kind of sports including yoga class, badminton and hiking
- We also have Sports of the year as well. We would invite a professional coach to teach sports course of 6-10 sessions.
- Since 2016, we decided to remove the fitness equipment usage restriction after accreditation. All equipment are now open to members for the whole work-ordered day. The Environmental Protection & Tuckshop Unit established a "Monthly Exercise Award" to publicly praise members who use the machines the most in that month. We also have a New Buddy Systems on using fitness equipment. The workout time would be multiplied 1.5 times. This encourages them to do exercise with other members.
- Now, lets move on to Culture and Human change.
- Every member would meet with his responsible staff regularly to have goal setting. Not only would they set goals about their employment, education, but would they also be encouraged to set goals related to their health.

- Since 2015, some staff volunteered to exercise with members after the work-ordered day in order to establish exercise habits with members.
- For environment factors, members have easy access to the fitness equipment.
- The Wellness Information board is available for them to find the health information, smoking cessation information, health survey, volunteer work or course. The Sports photos and poster are everywhere to encourage our members to be aware of their health. We also regularly update the health information in Phoenix Daily News.
- **Outcome:** In order to upkeep our quality of our service, we would conduct different kind of evaluations, including Annual Health Survey measuring weight, blood pressure, fat percentage and BMI assessment. And Quality of Life Assessment, Recovery Assessment as well.
- From the survey compared with statistics in 2014 and 2019, our members with excess fat and obese are decreased from 58% to 49.1%. For the Ratio of Waist to Hip, the members with normal range increased greatly from 46.8% to 64% in 5 years. Their exercise habit greatly improved. More members are willing to do exercise 2-3 times per week.
- To conclude, we use a quote from a peer worker. We believe that Social Connectedness is important for us to have Wellness. We need to replace the "I" in illness with "We" in order to have Wellness. Thanks.