

Well-Being Excellence™ Manual Clarification

Addendum 2 Issued: July 28, 2025

The following information serves as an update to the 2025 Well-Being Excellence™ (WBE) Manual. The full version of the 2025 Well-Being Excellence Application Manual has been published. The Well-Being Excellence Application Manual is the ultimate resource for the WBE application, and this full version is comprehensive, including information on each phase of the application. Therefore, the WBE Abbreviated Application Manual, which included only the document criteria, is now obsolete. Refer to the full version of the manual and the associated positive enhancements during the application, preparation, and document submission, the noted clarifications to the criteria below. Rather than show the previous version(s) of elements, the revised elements are noted below and include associated clarifications.

The full manual is available to download at no charge [HERE](#).

Edit Type & Notes	Revised Wording 2025 Well-Being Excellence Application Manual Includes edits from abbreviated manual clarification 12/1/2024 and publication of the full manual 7/28/2025	
	SEEKING WELL-BEING EXCELLENCE CREDENTIAL	
Revised table for clarity. Cycle dates have not changed.	Well-Being Excellence Document submission cycle	Complete the Applicant Registration between 8—12 months prior to the intended submission cycle
	March 1st	Between March and July (prior year)
	July 1st	Between July and November (prior year)
	December 1st	Between December (prior year) and April
	Examples: <ul style="list-style-type: none"> March 1, 2027, requested submission cycle. <ul style="list-style-type: none"> Window to submit online registration is March 1, 2026-July 1, 2026 July 1, 2026, requested submission cycle. <ul style="list-style-type: none"> Window to submit online registration is July 1, 2025- November 1, 2025 December 1, 2028, requested submission cycle. <ul style="list-style-type: none"> Window to submit online registration is December 1, 2027-April 1, 2028 	

	Program Overview (PO)
New insertion.	PO-4 Provide a policy on restricting mandatory overtime.
	Well-Being Excellence Foundational Elements (FE)
New option for FE responses added to the full manual version. For remainder of this document, referred to “ Overall FE Response Clarification ”.	For each FE either Provide Documented Evidence, OR Provide a General Description AND Narrative of associated first-hand experience. NOTE: The applicant may address some FEs with <i>Documented Evidence</i> and others with <i>General Description and Narrative</i> (at their discretion).
General Note: For more information related to the Overall FE Response Clarification , including instructions for submitting General Descriptions and Narratives for FE responses, please see pages 9-11 of the 2025 Well-Being Excellence Manual.	
Update of language during the abbreviated manual version (12/1/2024). The FE language remains the same in the full manual. Inserted lettering for clarity. See Overall FE Response Clarification .	FE-1 Provide documented evidence:- a. Employee well-being is part of the organizational strategic plan , and b. Employee well-being is assessed at regular intervals with assessment results used to develop an action plan to improve workforce well-being.
Inserted lettering and numbering for clarity. See Overall FE Response Clarification .	FE-4 Provide documented evidence:- a. The organization supports the 1) recruitment and 2) retention of a 1) diverse and 2) inclusive workforce and b. Strategies are in place to promote a sense of belonging .
Inserted lettering for clarity. Minor phrasing adjustment. See Overall FE Response Clarification .	FE-5 Provide documented evidence:- a. Formal structures are in place to ensure diverse interprofessional team members participate in shared decision-making that allow the opportunity to influence policies and quality improvement and b. A process is in place to facilitate ongoing feedback from the interprofessional team.
Inserted lettering and numbering for clarity. See Overall FE Response Clarification .	FE-7 Provide documented evidence:-

	<p>a. The organization has zero tolerance for 1) racism and 2) discriminatory behaviors and</p> <p>b. Staff can safely report such discrimination without retaliation.</p>
<p>Inserted numbering for clarity. See Overall FE Response Clarification.</p>	<p>FE-8 Provide documented evidence:- The organization has safety measures in place that protect staff from 1) verbal and 2) physical abuse directed at staff from both 1) non-staff (patient, customer, client, service user) and 2) staff.</p>
<p>Inserted numbering for clarity. See Overall FE Response Clarification.</p>	<p>FE-10 Provide documented evidence:- Employees are 1) encouraged and 2) supported to self-report mistakes in the workplace without fear of retribution.</p>
<p>Update of FE language with full manual publication. Remove “selection”. Inserted numbering for clarity. See Overall FE Response Clarification</p>	<p>FE-12 Provide documented evidence:- When new technologies are needed to improve work efficiency and quality, the employees who will be using the technology are actively involved in its selection, 1) planning and 2) evaluation.</p>
<p>Inserted numbering for clarity. Addition of word “Both”. See Overall FE Response Clarification.</p>	<p>FE-13 Provide documented evidence:- Both 1) colleagues and 2) leaders provide meaningful recognition to employees who go above and beyond. Show evidence of:</p> <ol style="list-style-type: none"> 1) Day-to-day recognition and 2) Formal recognition opportunities.
<p>Inserted numbering for clarity. See Overall FE Response Clarification.</p>	<p>FE-14 Provide documented evidence:- The organization 1) assesses the self-identified professional goals and needs of employees annually and 2) provides the necessary support to facilitate professional goal achievement.</p>
<p>Update of FE language with full manual publication. FE concept remains the same. Removed “rest breaks”. Strategies are for both parts of elements (changed from one-part strategies and other part policies). Now the policy for overtime is in newly added PO-4.</p>	<p>FE-17 Provide documented evidence:- Organization addresses physical fatigue through strategies that ensure 1) uninterrupted meal breaks and 2) adherence to the mandatory overtime policy provided in the program overview.</p>

Inserted numbering for clarity. See Overall FE Response Clarification .	
Inserted numbering for clarity. See Overall FE Response Clarification .	FE-19 Provide documented evidence: Organization has strategies in place that promotes 1) physical health and 2) physical activity.
See Overall FE Response Clarification . Otherwise, no other language edits.	FEs 2, 3, 6, 9, 11, 15, 16, 17, 18, and 20
	Well-Being Excellence Advanced Elements (AE)
Update of language during the abbreviated manual version (12/1/2024). AEs were previously referred to as “With Distinction Elements”.	Advanced Elements (AE).
Note to affirm there has been no change to the required response type for the AEs.	The AEs continue to require Documented Evidence for the responses.
Inserted numbering for clarity.	AE-1 The organization involves employees in the 1) identification and 2) selection of well-being initiatives to offer.
Inserted numbering for clarity.	AE-2 Organizational strategies are in place to address the well-being needs of 1) seniors and 2) managers.
Inserted numbering for clarity.	AE-3 Workforce well-being initiatives are 1) developed, 2) implemented, and 3) evaluated by employees to ensure the initiatives are meaningful.
Inserted lettering and numbering for clarity.	AE-5 a. Interprofessional team members collaborate using data for 1) goal setting, 2) action planning, 3) monitoring, and 4) continuous improvement. b. Assessment of key performance metrics occurs at regular intervals and evidence of actions to address findings.
Inserted lettering for clarity.	AE-6

	<p>a. Regular evaluations are conducted to assess the effectiveness of the formal shared decision-making structures.</p> <p>b. Action plans are enacted to address gaps identified.</p>
<p>Inserted numbering for clarity.</p> <p>Inserted “Both” and “to report.”</p>	<p>AE-7</p> <p>Both 1) structure to report and 2) evidence of follow-up being provided to staff that report 1) racism and 2) discrimination acts in the workplace are in place.</p>
<p>Inserted numbering for clarity.</p>	<p>AE-8</p> <p>A process is in place to measure, track, and monitor bullying, harassment, or workplace violence and that 1) follow-up and 2) support is provided to the one who reported any of the above behaviors and to the one who experienced any of the above behaviors.</p>
<p>FE concept remains the same.</p> <p>Removed “rest breaks”.</p>	<p>AE-17</p> <p>Organization has a process to monitor compliance of employee 1) utilization of uninterrupted meal breaks and 2) mandatory overtime restrictions.</p>
<p>Inserted numbering for clarity.</p>	<p>AE-18</p> <p>A strategy or strategies are in place to 1) assess and 2) improve employee emotional wellness. Employees that experience work-related adverse situations are offered support for their emotional wellness.</p>
<p>Inserted numbering for clarity.</p>	<p>AE-19</p> <p>Organization involves employees in the 1) selection and 2) evaluation of offerings that promote physical activity.</p>
Glossary	
<p>Glossary definition revision.</p>	<p>Well-Being Champion</p> <p>An appointed individual within the organization who facilitates the organization’s well-being program and acts as the primary liaison between the organization and the Well-Being Excellence™ office.</p>
<p>Glossary definition revision.</p>	<p>Executive Level Well-Being Executive Sponsor</p> <p>A designated senior leader within an organization who guides and advocates for workforce well-being at the executive level. The Well-Being Executive Sponsor ensures that well-being strategies align with strategic planning objectives.</p>