



An ergonomic approach serves both employees and clients at Community Servings

Community Servings is a Boston-based, social service organization with nearly 50 employees.

Healthy priorities

Community Servings makes and delivers medically tailored meals to homebound individuals. Fulfilling their mission involves significant physical labor, and using the Working on Wellness needs and interest survey, Community Servings learned that **nearly 40% of their staff performed job responsibilities requiring repeated lifting, pulling, or pushing. A similar percentage was not getting enough physical activity** — a recipe for potential injury, disability, and work-related stress. Supporting employees in workplace safety and job-related physical well-being became Community Servings' priority, and they took an **ergonomic approach to address multiple needs and different worksite roles.**

Strategic steps

Community Servings aimed to create a **workplace environment that reduced risk of stress and injury**, looking at equipment and processes that could improve safety and well-being. They engaged a local metal fabrication company, North Construction, to design equipment for their facility. The collaborative design and testing process resulted in a kitchen and delivery rolling rack that **reduces the risk of injury and the number**

of steps necessary to complete a task. Delivery staff were outfitted with reflective gear, and **injury prevention educational efforts**, including a workshop, will target all staff.

The results

Through Working on Wellness, Community Servings has been able to focus on the health and wellness of their staff — often a challenge in social service agencies serving people in need. Staff reports high satisfaction in their worksite wellness program, and **staff self-care allows employees to provide a high level of care for their clients.**

“The work of the agency is client-centered, and the wellness program is adding a much needed perspective on staff health and wellness. We expect to see increases in interdepartmental staff communication and productivity, both of which will forward our overall agency mission and vision.”

— Wellness Champion



156 Massachusetts employers have developed comprehensive worksite wellness initiatives, impacting over 70,000 employees. Many of those employees, including lower-wage workers, did not have access to wellness programs before Working on Wellness.

Worksite wellness improves employee health and morale. That boosts productivity and can lead to reduced health care costs.

Working on Wellness is good for employees, employers, and Massachusetts!