**Chapter 13:**

**Wellness Management during Crises and Pandemics**

*Multiple choice and True and False questions*

1. Mitroff’s five-stage model for crisis management includes
2. Signal Detection
3. Probing and Prevention
4. Damage Containment
5. All of them
6. Physical wellness is
7. recognizing the need for physical activity
8. healthy foods, and sleep
9. managing chronic health conditions
10. All of them
11. Underlying emotional concerns can cause
12. difficulty with sleep,
13. poor appetite,
14. physical illness,
15. All of them
16. Occupational wellness is
17. balance between work and leisure
18. visiting golf courses time to time
19. regular check ups
20. enjoying the night life
21. Employee satisfaction in office environment is decreased by
22. poor lighting,
23. poor indoor air quality
24. small spaces
25. All of them
26. Vaccine inequity is not one of the primary concerns in the recovery process of COVID 19.

a.True

b. False

1. **Emotional wellness** is the ability to successfully handle life's stresses and adapt to change and difficult times.
2. True
3. False
4. Which action is not necessary to improve emotional health

a. Develop ways to brighten your outlook

b. Identify healthy ways to cope with stress

c. Sleep more than 8 hours

d. Learn to cope with grief and loss

9. Communicating and collaborating with others is part of the occupational wellness

a. True

b. False

10. The main source of professional wellbeing is

a. the work environment, particularly relationships with colleagues

b. family members

c. health professionals

d. All of them

*Short answers*

11. What are the differences between health services and wellness services?

Wellness services are not new for many hotels but there is still some confusion between wellness hotels and health retreats. While a health retreat “offer[s] a purposefully designed program of therapies and activities, guided by leading health and fitness experts,” “a wellness hotel is a luxury hotel that offers wellness facilities, such as a spa or fitness center.” More and more hotels are describing themselves as wellness hotels these days, as this concept has become trendy among travelers, especially after the COVID-19 pandemic. In fact, according to the results of a consumer survey conducted by the World Tourism Association covering 48 countries and territories, more than 24% of consumers are "highly likely to book a wellness vacation in the next two years" and 78% have already booked reservations with wellness related hotels and services. Health-conscious travelers spend up to 130% more on wellness facilities than other guests. On top of that, the growth rate of the wellness industry grew 6.5% per year from 2015 to 2017, more than double the growth rate for general tourism. The Global Wellness Institute (GWI) states that in 2017, international health tourists spent an average of $1,528 per trip, or 53% more than the average. US domestic wellness travelers spent $609 per trip, which is exactly 178% more than the typical domestic tourist.

12. Please describe the intellectual wellness and provide one example from your workplace.

Intellectual wellness is “engaging the individual in creative and stimulating mental activities to expand their knowledge and skills to help them grow their potential.” This type of wellness encourages learning, exploring new ideas, being curious about new things, and developing a better understanding of the world.