

The At Work Program® - F.A.Q's

The following are some of the questions most frequently asked by individuals who are thinking about joining the At Work® program. If you have a question that is not listed here, please contact our Ottawa Meeting Coordinator at 613-725-1225, ext. 311, or our Eastern Ontario Coordinator at 1-800-267-9939, ext. 310.

Q. What is the difference between a “Traditional” Weight Watchers meeting and an “At Work” meeting?

A. A “Traditional” meeting has a 45-minute weigh-in followed by a 30-minute meeting. New members must pay a registration fee as well as pay a weekly fee.

An “At Work” meeting has a 15-minute weigh-in, followed by a 20 to 30 minute meeting. Members pre-pay for the session. There is no registration fee.

Q. Does Weight Watchers have a web site?

A. Yes, check out the information at www.WWEO.ca

Q. What is the difference between a new, current, maintenance and lifetime member?

A. New - A person who is joining for the first time, or after an absence of more than 8 weeks.

Current – a member who has attended a meeting within the last 8 weeks.

Maintenance – a member who has achieved her/his weight goal, and is following a 6-week maintenance plan, before becoming a Lifetime Member.

Lifetime – a member who has completed 6 weeks of maintenance, and has received a Lifetime Membership number.

Q. I will be away for the first 2 weeks of the session. Do I have to wait for a new session to start?

A. You may join the session anytime, by paying a prorated amount for the balance of the current session.

Q. I purchased coupons at a “Traditional” meeting. Can I use them for the “At Work” session?

A. Yes, you can use coupons which have been purchased in our franchise area (area 114) as partial payment of your session, provided they have not expired.

Q. I will be away from the office on the day of the WW meeting. Can I go to a meeting somewhere else?

A. You may attend any “traditional” or “community” meeting in Ottawa or Eastern Ontario, at no charge, by showing a current Membership Book with a “paid thru” sticker on it.

Q. I currently have a Convenience Pass. Can I use it to pay for and attend the At Work Meeting?

A. Convenience Pass Members who wish to transfer to a Specialty Meeting must cancel their Convenience Pass themselves, using the e-mail address CPcancel@wweo.ca. These members are welcome to attend the Specialty Meeting as a “visitor” until the expiry date on the Convenience Pass is reached. The member would then pay for the remaining weeks in the Specialty session, using the current Specialty Fee Schedule.

Q. What happens during a Weight Watchers meeting?

A. The Leader will give you a confidential weigh-in and record your progress. The Leader will present a new topic each week, and will provide you with program booklets that you will keep. Recipe books and other products are available to purchase. Group participation is encouraged.

Q. How much weight can I expect to lose on the Weight Watchers program?

A. The Weight Watchers program is designed to provide an average weight loss of up to 2 pounds per week, after the first three weeks.

Q. What is your refund policy?

A. All fees are non-refundable except in the event of medical conditions that prevent the member from continuing the session. A nominal cancellation fee may be charged to cover administrative costs.

Q. What are the Leader’s qualifications?

A. All Weight Watchers Leaders are active Lifetime Members, who have completed an intensive Leader Training Program. Every Leader is mentored before starting to conduct meetings, and is coached on a regular basis. Leaders are required to attend a minimum of two training sessions annually, to hone their skills and ensure they are fully up-to-date with the latest program information.

Q. What happens at the end of the session?

A. A new session can begin, so that participants can continue to develop and perfect weight management skills. A minimum of 12 participants is required.

Q. I am a Lifetime Member. Do I pay for the full session?

A. If you are within 2 pounds of your weight goal, there is no charge for you to attend the meeting. If you are between 3 and 5 pounds over your weight goal, you pay the current weekly fee. If you are more than 5 pounds over your weight goal, you pay for the entire session and are entitled to a refund once you are within 2 pounds of your weight goal.