

It's Okay to Not Be Okay: Supporting Your Workers

When and How to Ask? Frontline hospitality work is a team sport. We often form caring relationships with our teams at work, so when we notice a change in someone's behavior or mood it's normal to want to check in and offer support. As a leader, supervisor or manager, you might be wondering how and when to check in, and whether there are any legal considerations before having that conversation.

Not only is the idea of "leaving it at the door" ineffective, it also contributes to mental health stigma and prevents workers from getting support that will help them. Being a leader, promoting better mental health in the workplace starts with you.

Having the Conversation:

- Be prepared with information and resources
- Check in with yourself first
- Talk about what you've noticed
- Ask if they are okay
- Stay curious and open
- Ask what you can do to help
- Clarify next steps
- Take a moment to yourself afterwards

Remember:

- Be genuine in your approach and seek understanding.
- Showing that you care and want to help makes a big difference when someone is struggling.
- Consider if there is another leader on your team who may be better equipped to have the conversation, if they can.

Start the Conversation

- What are some signs you've notice in others that have made you think they may be struggling with their mental health?
- What holds people back from checking in with a co-worker they think may be struggling?
- What has held you back from discussing your own mental health struggles?

What are your strategies to improve your mental health? More questions? **Speak to your leader if you have questions about accommodations for mental health conditions.**

Additional Resources

Crisis Lines: 1-800-784-2433 or 9-8-8

Mental Health Support Line: 310-6789

Drug and Alcohol Info and Referral: 1-800-663-1441

Mental Health Services: helpstartshere.gov.bc.ca

Mental Health Information: heretohelp.bc.ca

Free Wellness Program: bouncebackbc.ca