

CHOW's mission is to support **wellness** within the hospitality industry and to improve the lives of our community through shared stories, skills, and resources.

www.chowco.org

CHOW

CULINARY HOSPITALITY OUTREACH WELLNESS

Who is in the Hospitality Industry?

Food service is hospitality.

At the core of every food service interaction is a person.

A person who needs to be cared for—and *feel* cared for.

That's where hospitality comes in.

1 in 10 private sector employees work in foodservice.

Nearly 50% of all adults have worked in the hospitality industry at least once during their life.

Our definition of food/beverage/hospitality industry is inclusive because the challenges of the industry affect so many adjacent professions.

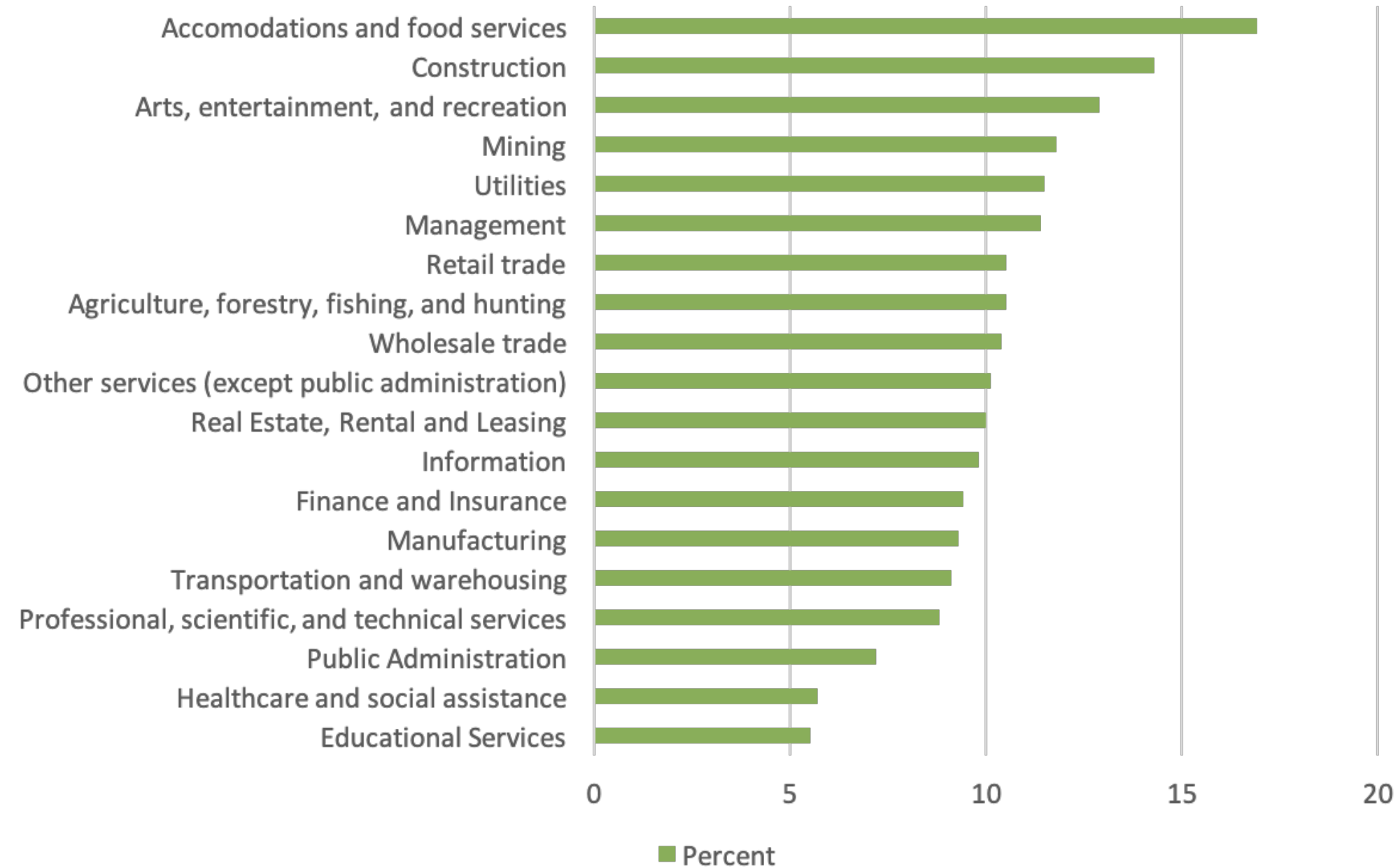
When we say industry workers, we mean YOU!





Contributing Factors to Poor Mental Health:

- Pre-Existing or Co-occurring Mental Health Issues such as:
Depression, Anxiety, PTSD, Substance Abuse
- High levels of stress / Little incentive for self care
- Lack of awareness about existing resources
- Strong culture of resilience which may result in burnout
- Little representation in media until recently
- High physical demands of the job vs. low resources for self care
- Levels of stress that may lead to substance misuse in our industry



Past year substance use disorder among
adults aged 18 to 64 employed full time, by
industry category:
combined 2008 to 2012

Source: SAMHSA, Center for Behavioral Health Statistics and
Quality, National Surveys on Drug Use and Health (NSDUHs)
2008 to 2010 (revised March 2012) and 2011 to 2012.

CHOW and the Sustainable Workforce

Imagine a restaurant where the chef and cooks all work collaboratively with excitement and passion. A bar where the barbacks help spot and stop sexual harassment and assault. A coffee shop who's baristas feel safe sharing new ideas and asking for help. A hotel where you are not set apart if you have to leave early to pick up your kids, or insist on fixed days off for quality time with your partner. Fishermen and farmers that are revered for the endless work of feeding us. A bakery who's staff feels empowered to care for their guests, themselves, and each other. A team in which you can talk about your mental health openly, the way you would talk about your physical health. A guest who cares as much about the sustainability of the staff as they do their food. An industry that allows for, and welcomes, challenging conversations that can be transformative.

A workplace where your human experience is valid, welcomed and valuable.

So how do we get there?

Let's talk about it.



- We check in with ourselves and others
- We role model using resources
- We ask our teams to share their successes or struggles
- We share candidly about our experiences in our community
- We encourage showing up to work as our “full selves”
- We empower ourselves with resources
- We practice extending empathy to our community

CHOW knows that we often have more words to describe our food than we have for our feelings.

This is why we check in with what we call a "temperature take".

This is voluntary.

We ask how we are feeling on a scale of rare to well done.

Rare meaning juicy, full of life, able to take on more heat.

Well done meaning joyless, flavorless, feels like we've been on the grill too long.



Rare

- Joy
- Happiness
- Confidence
- Excited
- Curious
- Encouraged

Medium Rare

- Content
- Proud
- Relaxed
- Hopeful
- Calm
- Thankful
- Satisfied

Medium

- Glad
- Amused
- Patient
- Concerned
- Grumpy
- Present

Medium Well

- Irritated
- Frustrated
- Tired
- Lonely
- Disappointed
- Discouraged

Well

- Destructive
- Furious
- Scared
- Stressed
- Sick
- Unloved
- Shamed

What CHOW Offers

- **Group discussion meetings**, virtually or in-person, in English and Spanish with dedicated spaces for women and men.
- **Employee Assistance Program**: Employees and volunteers qualify for our EAP that has individual clinical therapy, life coaching, and financial assistance.
- **Free Mental Health Amuse Course**: By offering skills-based training, industry workers can support each other where they are to improve workplace wellness.
- **Printed resource materials**: wellness self check cards that can be carried in wallet or server's folder for participants daily check in.
- **Wellness Partnerships**: CHOW staff can help folks get connected to the right resource for them, free of cost.
- **Workbook for Wellness**: Workbook for members to use as a self guided tool to improve on their wellness!
- **Toolkit for Businesses**: Action items that are free or affordable for organizations/communities to try. Available for FREE as a downloadable PDF at www.chowco.org!
- **Text Service and Scripts for Challenging Conversations**: To help navigate conversations and offer support. Visit www.chowco.org to sign up!

Thank you!

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