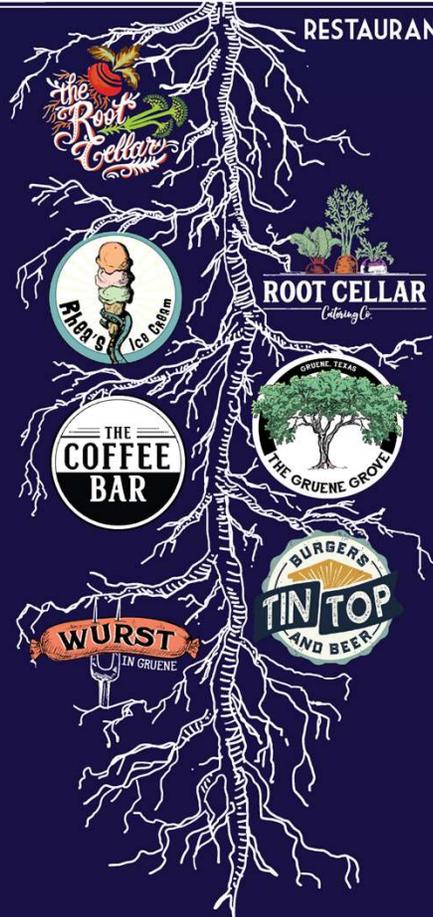


THE TAPROOT

RESTAURANT COLLECTIVE



By: Emily Malaya, CEO
TapRoot Hospitality Collective

HOSPITALITY & HEALTH

Mental health straight talk in
our industry

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PEOPLE FIRST, EMPLOYEE CENTRIC CULTURE

- Almost 2 decades in hospitality
- DoS, GM, VP, CEO
- Manage 225 employees
- My greatest achievement is:



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UNOFFICIAL THERAPIST.
How can I help you?



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HEALTH



“I’m Starting to Become Numb to This”: Texas Restaurant Workers Speak Up About Mental Health in Their Industry

While mental illness affects one in five U.S. adults, service employees have several factors—including late hours and low wages—that can exacerbate issues. Luckily, some nonprofits are ready to step in.



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IDENTIFYING THE CHALLENGES

- The stigma around mental health challenges
- Prevalence of addiction, depression, & alcoholism in our industry
- Low/unpredictable wages, high expectations, stress
- Being held emotionally hostage
- Meager profit margins don't leave a lot of room for employers

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FURTHERMORE

- Gen Z culture shift
- Pandemic exodus to leave our industry for ones with benefits
- Return with different expectations
- Some who have stayed historically have destructive & unsafe habits

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DESTIGMATIZING MENTAL HEALTH

Our playbook:

- Send out relevant information to EVERYONE in the organization through whatever channel you can use to disseminate information
- Create an HR one-sheeter with access to resources
- Have it available for managers, but never single-out employees
- Distribute at least annually to all employees
- Open a communication channel for employees outside their direct manager



EXTERNAL RESOURCES

This looks different for every organization and certainly locale, but I wanted to give a snapshot of what this looks like for us to help aid your search:

SPECIAL SECTION

The **RESTAURANT**
MENTAL HEALTH
TOOLKIT

No matter what brings you to restaurants—whether it's passion or a paycheck—there's no denying just how tough the work can be on your mental health. While overcoming the industry's worst offenses (lack of health care, low pay, long hours, tyrannical behavior, etc.) will require a full cultural reset, there are small steps workers and owners can take to improve their mental well-being and create a culture that fosters kindness, compassion, and wellness. That's what this issue and toolkit are all about: learning how to take care of yourself and others, sharing resources, and starting hard, long-overdue conversations about mental health in restaurants.

- 2 It Begins with the Basics
- 4 Destigmatize Therapy
- 5 Mental Health Tools, Tips, and Training
- 7 How to Talk to Colleagues
- 8 Industry Sobriety Network, Localized
- 9 Your Mental Health Plan
- 10 Crisis, Addiction, and Industry Resources



Scan here to login or register at [Pliste](#) and download a PDF of the Mental Health Toolkit to share with your team.



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MEMBERSHIP

ADVOCACY

RESOURCES

TRAINING

EVENTS



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[HOME](#)

[ABOUT](#)

[RESOURCES](#)

Restaurant After Hours

Mental Health advocacy, resources, and support for the hospitality industry.

[DONATE](#)



MENTAL HEALTH RESOURCES

Behind You. A no-cost mental health program for F&B workers.

In kitchens nationwide, workers know that when they hear “*Behind you,*” someone is close by. In that spirit, *Behind You* is the first mental health program of its kind for F+B by F+B. Through *Behind You*, we offer accessibility of mental health services to F+B workers across the country, through a university affiliate program providing no-cost counseling to workers and their children in the states below, and by distributing financial assistance through the Southern Smoke Emergency Relief Fund.

Behind You was created with generous support from BentoBox; Love, Tito’s; ROAR (Restaurants Organizing Advocating Rebuilding); Resy; and Robert M. Sinsky Foundation.



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Best online therapy app
Talkspace

[See at Talkspace](#)

[View Details](#)



Best app to combat negative thinking
Moodfit

[See at Moodfit](#)

[View Details](#)



Best mental health app to boost your mood
Happify

[See at Happify](#)

[View Details](#)



Best mental health app for people of color
Shine

[See at Theshineapp](#)

[View Details](#)



Best meditation mental health app
Calm

[See at Calm](#)

[View Details](#)



Best mental health app for stress relief
Sanvello

[See at Sanvello](#)

[View Details](#)



Best mental health app for anxiety
MindShift

[See at Mindshift CBT](#)

[View Details](#)



NAMI

National Alliance on Mental Illness



Need Someone to Talk to?
Our Counselors and Listeners Are Standing By.



Welcome to 7 Cups

7 Cups connects you to caring listeners for free emotional support



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How it works

- Cost per appointment is determined on CAC's income-based sliding scale.
- Funds from the Mike & Sherry Project subsidize the cost of the appointment if the individual seeking care is unable to make the fee.

MAKE A DONATION



INTERNAL WAYS TO SUPPORT MENTAL HEALTH

- Create a safe, inclusive workplace
- Have open, honest, hard conversations
- Mentor, support, coach, & teach

For real, that means YOU, at every level of the organization!



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CREATE A SAFE, INCLUSIVE WORKPLACE



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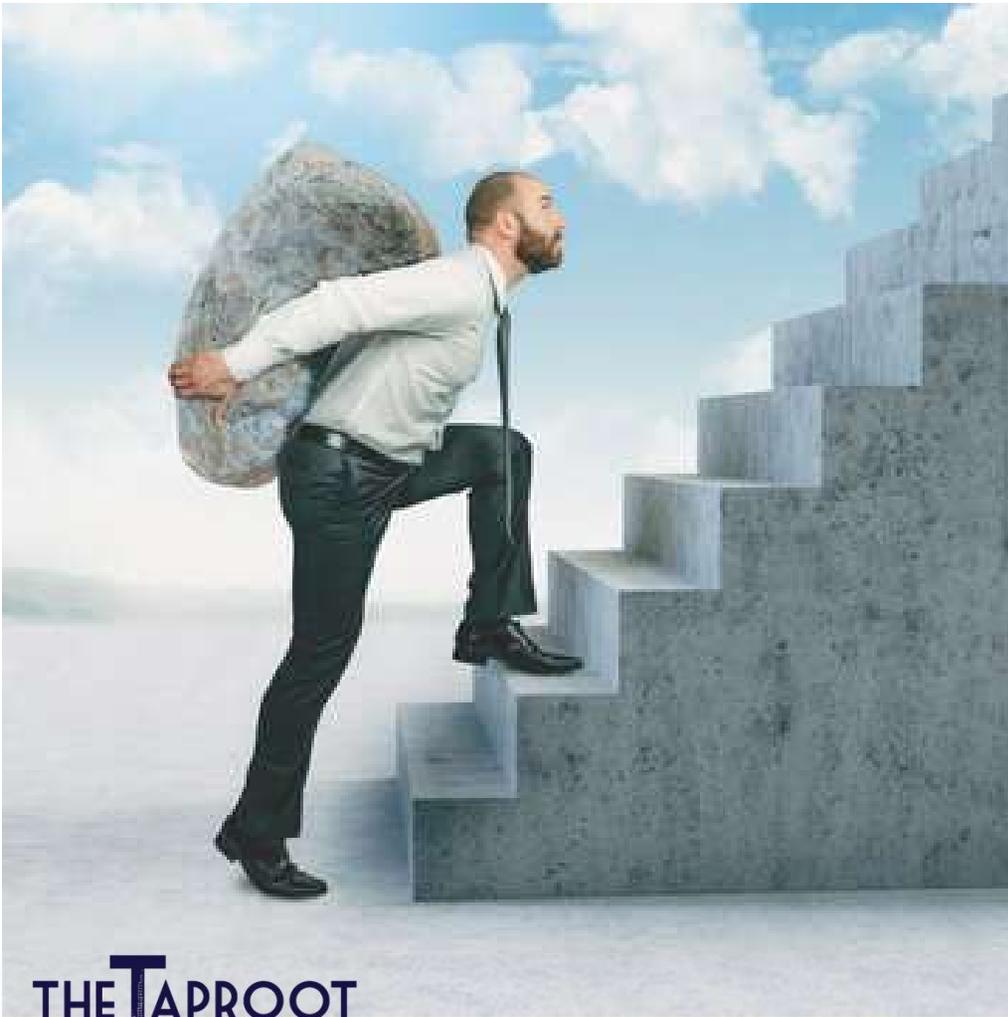


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HAVE OPEN, HONEST, HARD CONVERSATIONS





Create a culture
of shared trust
and willingness
to help carry a
temporary
burden.

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MENTOR, SUPPORT, COACH, & TEACH

Who is your organization's Performance Coach?

What opportunities are you missing out on without one?



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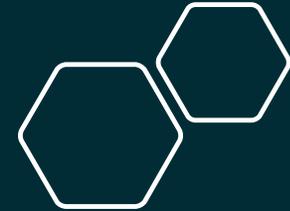
Confidence

Focus

Resilience

**Handling
Pressure**

Coachability



SIMILAR GOALS IN HOSPITALITY

The same goals in sports are found in hospitality for performance coaching:

- Confidence
- Coping with the demands of the workplace
- Performing well/better under stress
- Overcoming adversity
- Transform negative emotions into strength & resilience



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The Purpose of Performance Coaching



I spend a lot of my time talking about your comfort zone and the importance of being uncomfortable

Tips for Effective Employee Performance Coaching

- 1 Coach managers
- 2 Build a coaching culture
- 3 Help identify performance improvement opportunities
- 4 Collaborate on the action plan
- 5 Show support
- 6 Promote continuous learning
- 7 Encourage feedback
- 8 Customizing performance coaching activities
- 9 Regularly evaluate performance
- 10 Keep track of the improvements



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MENTORSHIP, INFORMAL MENTORSHIP, & SPONSORSHIP

SPONSORS ACT

Sponsors...

- connect protégés to career opportunities.
- advocate for protégé's advancement.
- support risk-taking.
- publicly endorse protégés.
- expect high performance in return.
- help protégés confront and interrupt bias.

MENTORS ADVISE

Mentors...

- reduce isolation and stress.
- navigate unwritten rules.
- build confidence.
- provide tips and strategies.
- promote inclusion to company.

The National Center for Women & Information Technology (NCWIT)



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WHY IT MATTERS FOR WOMEN AND FOR BUSINESS



Women are over-mentored and under-sponsored relative to their male peers (Ibarra, Carter, & Silva, 2010).



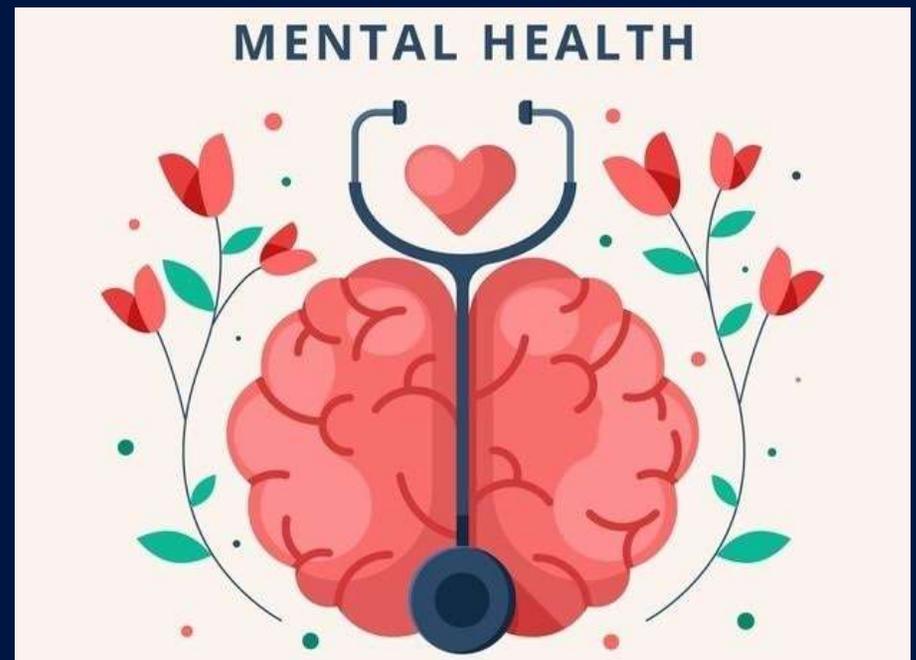
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TO REALLY DRILL THIS HOME

For the most successful people in your organization, you need to address the issue of mental health from multiple angles.



NOTE ABOUT BENEFITS

- We rolled out traditional medical, dental, vision, & 401K benefits in January 2022 for our team of full-time members
- We later added a PTO program
- We later added Teladoc Healthiest You
- Employee usage & survey feedback
- Emotional pay
- Non-traditional benefits

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USING BENEFITS AS A MARKETING EFFORT

Marketing works in two ways:

1. Attracting sales
2. Attracting great talent

Obviously, we do BOTH



Thank you for supporting
Local Business, Liveable Wages &
Health Benefits for our full time
team members!

PULLING IT BACK TO "WHY?"

- People-first
- Customer interactions is our foundation
- Staff that feels heard, respected, & supported make for better long-term employees, which is better for the business
- Fulfill the guiding principle:





WHAT'S ON YOUR MIND?

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QUESTIONS? REACH OUT TO ME ANYTIME!

EMILY@THETAPROOT.COM

WWW.THETAPROOT.COM

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