



Tips to Help Retail and Hospitality Employees Support Mental Health in the Workplace

As a retail or hospitality worker, you often face challenges during the holiday season. While these past few years have been especially difficult, you can still help your workplace become safer and healthier by focusing on your mental health and looking out for your team.

The following tips are designed to help you and your team support each other during this busy time.



Be aware of seasonal affective disorder

Winter can greatly affect our mood and mental health. Being mindful of the experiences you and others are having and checking in with your co-workers are good ways to begin supporting a mentally healthy workplace. Our [Mini-Guide to Help Employees' Mental Health Through Winter](#) offers additional tips, tools, and resources.

Mini-Guide to Help Employees' Mental Health Through Winter





Connect with resources

Connect frequently to learn about and share the supports that may be available inside (e.g., benefits, employee assistance program, peer support) and outside your organization, such as community resources and other free supports available. For extra supports, access a mental health crisis line in your area or [CMHA Find Help](#).



Communicate with empathy

While you never truly know what someone else is dealing with in their personal lives or what the quality of their mental wellness might be, communicating with colleagues empathetically is a key aspect of a psychologically safe workplace. This [article](#) in *The Catalyst* can help you to learn how to do that.



Article – The Catalyst

**Wellness Together
Canada**



CMHA Find Help



Consider those around you

Even during busy times, life still happens. Yes, it's harder to manage everything during the holiday season, but it's also important to be flexible, where possible, and try and understand the demands your colleagues and co-workers are dealing with. Like you, they have obligations to family and friends. Keeping that in mind will make the season go a lot smoother. Being open with your needs and finding out about the needs of others can also help you work together as a team.



Protect yourself and others from harassment and bullying

To support you in dealing with difficult clients and customers, make sure to reach out to your manager to get any supports that are available. Also ensure that you are aware of the organization's policies and processes and that you are following them accordingly. Be sure to support your team and colleagues during these challenging interactions. Additionally, [The Mental Health in Retail Guidebook](#) by Retail Council of Canada has some important guidance about mental health in the workplace and tips for de-escalation during difficult situations.



**The Mental Health
in Retail Guidebook**



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