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FEBRUARY 9, 2019

Hospitality Industry Crisis Resource List

GET TO KNOW YOUR COMMUNITY AND USE THOSE LEADERS AS
YOUR SUPPORT TEAM. WE ARE ALL IN THIS TOGETHER!

MENTAL HEALTH AMERICA

The leading nonprofit in America dedicated to addressing the needs, services, diagnosis, education, and support surrounding mental health. Often they can direct individuals and families to clinics, groups, and materials beneficial to treatment and resources in your community.

www.mentalhealthamerica.net

1-800-969-6642

EMS PROFESSIONALS

Fire, rescue, and police professionals are working the frontlines in your community. First responders are also among the first to go...and know. An invaluable resource!

SUBSTANCE ABUSE SPECIALISTS

Many communities have specific programs for diagnosing and treating substance abuse. Specialists in this area can tell you what is available for both insured and uninsured people in the community. Referring to a person with experience and skill in this area is especially helpful.

ADDICTION AND RECOVERY PEER SYSTEMS

Addiction covers a broad spectrum—drug, alcohol, gambling, sex addiction, gaming... and on it goes. There is no “best” or easy path to recovery, but peer-supported recovery meetings are among the oldest and most valuable to millions of people around the world. Contacting someone in a peer network can be life-saving. Many times, these peers are the first to be called on to help, and they can contact resources in any community – a fact that can be surprising to even the most experienced professionals. Examples include:

- + Alcoholics Anonymous: www.aa.org
- + Narcotics Anonymous: www.na.org
- + Ben’s Friends: www.bensfriendshope.com

MENTAL HEALTH PROFESSIONALS

Find several that you know and trust. Ask around for names — get experienced resources. You may need their assistance with an employee, have questions you need answered, or figure out where to send someone for help.

DOMESTIC VIOLENCE SHELTER

Please have this phone number within reach! Know who to call, how to handle, and help your employees walk through responding to this situation in a public arena.

MEDICAL CLINICS

Contact your local medical association to find out where there are free or sliding-scale medical clinics for individuals and families. Many local clinics offer night appointments. The director of these clinics is usually a walking directory of community resources.

PUBLIC HEALTH DEPARTMENT

Every public health department has a physician on staff. These physicians can give you information about treatment options, community resources, and changing patterns of medical care in your community.

WRITERS AND JOURNALISTS

In 2018, Beth Macy published *Dopesick*, one of the *New York Times* “Best Books of the Year.” She is a national expert and a voice of incredible strength regarding the opioid epidemic. You may have local writers, researchers, and journalists who are ahead of the curve about what’s going on in your community—and how to get help. Seek out what they know.

+ Chefs With Issues: <http://chefswithissues.com>

LIBRARIANS

Believe it or not, they are among the most exposed professionals to a cross-section of your community population. The library is a place for everyone, and the librarians see it all. Ask how they have handled the opioid epidemic, and I suspect you will find they are full of information. Libraries have become a haven for high-risk populations (the young, homeless, and/or parentless) in many communities. Whatever is going on in the library will likely find its way to your business in some way in time.

SPIRITUAL MENTORS

Many community outreach programs are funded and helped by some incredible ministers. These are people of diverse faiths who offer money, space, and family support for individuals and families. They tend to be activists who are well-connected to community resources in unique ways. Figure out who these folks are in your community and utilize their knowledge.

IMMIGRATION AND REFUGE RESOURCES

Our cultural borders in business, schools, and neighborhoods have grown and expanded. There are times when the experts in a specific language, cultural pattern, and lifestyle can be invaluable. Know who to call and find out what local resources you have in your community. Most school systems have school counselors who specialize in working with children and families from various cultural backgrounds. They are wonderful people to get to know!

SHELTERS, RESCUE MISSIONS, AND EMERGENCY PLACEMENT

The larger the locale, the more abundant this resource will be. It is not uncommon for there to be employees in your business who are experiencing a really rough patch at some point. We know there are families living in cars, on the street, and in very rough circumstances. Because they often do not share their situation easily, we need to be ready with names and numbers when it does come up. We all need a bed and a place to be safe! Examples of resources include:

- + Salvation Army: www.salvationarmy.org (individual and family shelters in most communities)
 - + Rescue Missions (in many localities)
 - + Urban Ministries (in larger locales)
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WE ENCOURAGE YOU TO INVITE THESE PEOPLE TO YOUR TABLE to share information, resources, suggestions, and concerns. Find out the needs and resources available in your community. Train your employees and management team in how to handle emergencies, crises, and problem situations. Doing so will better serve your business, clients, and fellow employees in significant and important ways.