



Meeting Minutes

Date/Time: Thursday, May 16 (3:30-5:00pm)

Embassy Suites by Hilton Downtown with Happy Hour at Big E's Afterward

MISSION

Our mission is to provide Kent County hospitality-related businesses an opportunity to meet professionally with a common interest to better serve our industry and community while furthering the overall tourism landscape of our region.

DISCUSSION ITEMS

Welcome & Introductions: Elizabeth Naber – KCHA Vice President-3:40pm

Approval of April 2019 Minutes Jane first Rachel second

Approval of April 2019 Financials-Ed first and Jane second

Topic of Discussion: Mental Health in the Hospitality Industry w/ Bob VandePol, MSW – Executive Director of Pine Rest Christian Mental Health Services' Employee Assistance and Church Assistance programs

- Pine Rest 4th largest campus
- 20 clinics in MI
- 1900 employees-78 psychiatrist, 44 doctors, 43 psychologists 200 counselors with MA degree
- 48,000 ppl treated last year
- Pine Rest just opened innovative psychiatric urgent care 4/15; adults only currently, kids eventually
- Trends-depression #1 cause of disability in the workplace today
- Usually combined with something else 1 in 5 experience depression, which is a disease, in their lifetime
- Symptoms:sadness,, happiness, insomnia, low energy, change in body weight 5% or more up or down, self harm thoughts.
- If 5 or more are experienced over a few weeks, get help
- Talk therapy sometimes medication
- In workplace, people may isolate themselves, lack of energy or communication missing work
- It is treatable
- Suicide rates rose 25% 1999-2016 in US
- MI was up 34%
- 124 people die from suicide every day in US
- Suicide is the extreme symptom of depression.
- Depression plus anxiety and drug addiction=lethal combination
- Friends & Family can help by asking the right questions
- Suicide prevention line available 24/7
- Highest risk: 40-50 year old white males.
- They are lousy at asking for help, do not have great friends, highest chance of some sort of addiction, too proud to ask for help, use drastic problem solving solutions.
- 91 people die of opiod overdose not just street drugs, but prescription drugs also
- 25% of people are struggling with long term addiction
- Overdoses are 4 x higher than 1999
- Possible remedies: drug testing in workplace, training in suicide prevention, conflict management, dealing with difficult employees, what to do with troubled employees
- Construction workers/police officers have high suicide rates
- Teletherapy offers very private sessions, many options
- Crisis response in workplace available to help with traumatic events

Do the right thing for your people and they will respond.

15% US population has panic attacks, OCD post traumatic event syndrome, generalized anxiety
Bob's Contact information: Bob VandePol-616.258.7548 email: bob.vandepol@pinerest.org

Monthly Reports

- **Experience Grand Rapids-(Marlene)** sent email about room availability around the city on Experience GR..
Restaurant week Registration open currently 50 signed up
Digital tool kit online find info happening in GR social media/content information included available to Experience GR partners.
Carly is the new intern.
- **Certified Tourism Ambassador (CTA)** (Lisa) continuing to add content for enhanced training. "Be nice" training active shooter training.
4200 CTA's
- **West Michigan Sports Commission** (Jamie)-New intern is Grace.
Spring sporting events update blocks in partnernet
3rd party housing issues let them know and they can help out.
US Rowing in August-- this year need volunteers
NCAA 2023-2036 bid years coming up let Jamie know if you are interested in partnering.
- **Grand Rapids Diversity & Inclusion-no report.**
- **West Michigan Tourist Association** (Adrian new marketing mgr. been in WI, NOVI).
Let her know if offering any packages and specials for summer you would like promoted.
- **Women in Leadership-Grand Rapids**
Swing Golf event cancelled but re-scheduling at a lower cost lunch & learn
Good speakers coming up and things coming with GVSU.
- **Michigan Restaurant & Lodging Association**
Capitol day 160 people attended.
Auto insurance reform, short term rentals, pure MI funding and work force development discussed.
Trade show in October.
Contact Will if interested in membership.
Apprenticeships are a new focus.
- **Michigan Cares for Tourism**
Register!!! Going to be fun.
- **Grand Valley State University-no report**
- **Ferris State University-(Amy Dory)**
TY for support of internship week.
Fall Event in October.
Always looking for partnerships.
Partnering with MRLA this summer.
MI Hospitality Educator Alliance is going to be at FSU central location, would love participation form KCHA; 10/4. is the date.
April 2020 Human trafficking day: CEU possibility, training.
What day of the week would be best
Wednesday/Thursday last week of April
Any content they would like to see?
- **Golf Outing-SiGN UP Ed** needs gift certificates for prizes 8 teams so far. Need Teams!!
Deadline try by Memorial Day.

Upcoming Meetings & Events

- May 5-11 – National Tourism Week
- May 12-18 – Grand Rapids Cider Week
- May 21 – West Michigan Sports Commission Luncheon @ JW Marriott
- June 10 – Golf Outing @ Sunnybrook Country Club (NOTE Changes in Date & Course)
- August 15 – Monthly Meeting & Volunteer Activities at Kids Food Basket Farm

Round Table Discussion-Ed Experience GR availability use it and update it

Adjournment-4:28 first Rachel second Ed

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