



About the Head & Hands Project

The Head & Hands project aimed to support vulnerable English-speaking employees through activities that would maintain and improve their mental health. Namely, workshops and team building retreats that counteracted burnout, provided social support, and developed a sense of cohesion among staff members. The anticipated effect of providing these services was to see a marked improvement in the self-reported capacity of all staff members/community workers.

Where We Are

● **Montreal**
headandhands.ca

Contact

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Promising Practice

Team cohesion activities contributed tremendously to a sense of friendship, unison, and trust among staff, and were imperative to staff feeling supported in the workplace as indicated by the results of a staff wellbeing survey. The death of a long-time client and community member presented an opportunity to care for the wellbeing of staff members in a time of crisis, and an external grief counsellor was hired to provide support to staff during this difficult time.

★ Key Success Factors

- Initiatives directly informed by front-line staff
- Consultation of external mental health professionals and harnessing in-house expertise for program development



Rolling out support methods gradually, evaluating them, and adjusting them using feedback from staff was critical to understanding their impact, and to ensuring staff needs were being addressed.