Workplace Accommodations for Psychological Injuries

Hospitality & Community Service Industries

General Accommodations

1. Modified Work Hours
   Reduced or staggered shifts to allow gradual return and reduce stress.
2. Temporary Role Adjustment
   Assign tasks with lower pressure or less interaction with high-stress clients/customers.
3. Quiet or Private Workspace
   Provide a calm environment to focus and reduce anxiety.
4. Job Sharing or Team Support
   Partner with a coworker to share responsibilities and reduce workload.
5. Limited Client/Guest Interaction
   Reduce exposure to challenging or triggering situations while maintaining meaningful duties.
6. Flexible Breaks
   Additional or extended breaks to allow for stress management or mental health practices.
7. Remote or Administrative Duties
   Temporarily reassign tasks that can be done away from high-pressure front-line areas (e.g., filing, scheduling, reporting).
8. Gradual Exposure to Stressful Tasks
   Slowly reintroduce more challenging duties as tolerance improves, under supervision.
9. Supportive Supervision and Check-Ins
   Regular, informal meetings with supervisors to monitor progress and address concerns.
10. Access to Employee Assistance Programs (EAP) or Counseling
    Scheduled time to attend therapy or counseling sessions without penalty or loss of pay.

Creative, Task-Based Accommodations for Front-Line Roles

Role / Department	Modified Task Examples
Front Desk / Reception	Handle administrative tasks like reservations, data entry, or phone follow-ups instead of direct guest interaction.
Housekeeping / Cleaning	Focus on non-guest-facing tasks (organizing storage, laundry, polishing) before returning to full cleaning duties.
Food & Beverage Service	Prep work in the kitchen or plating food without customer-facing duties until ready for front-of-house.

Role / Department	Modified Task Examples
Event Setup / Stocking	Assist with banquet/conference room setup, stocking supplies, or organizing inventory—minimal stress tasks.
Delivery / Support Roles	Handle internal logistics, such as delivering supplies or moving equipment, rather than high-pressure customer-facing work.
Clerical / Documentation	Filing, record-keeping, or updating manuals and policies—meaningful but low-stress.
Training / Shadowing	Observe experienced staff or assist in non-critical areas to gradually reintegrate into full duties.
Maintenance / Groundskeeping	Complete independent, routine maintenance tasks with limited social interaction.
Inventory or Stock Rotation	Organize stock rooms, label items, or perform quality checks without high-pressure deadlines.
Special Projects	Projects with a clear start and finish, such as creating checklists, updating procedures, or preparing training materials.

Tips:

- All accommodations should match the **worker's restrictions and abilities** as provided by their healthcare provider.
- Tasks must be **meaningful and contribute to business operations**, not busywork.
- **Communication and monitoring** are essential to ensure safe reintegration and prevent overexertion.

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Shuffle Activity:

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