

# go2HR Mental Health in the Workplace Survey

May 28, 2024



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# OBJECTIVES

go2HR has partnered with the BC division of the Canadian Mental Health Association (CMHA BC) to provide mental health training to businesses working in BC's tourism and hospitality sector. go2HR enlisted Sentis to conduct a survey among businesses working in this sector to inform future training priorities and initiatives.

The goal of this survey is to:



Gauge the extent to which businesses experience and prioritize workplace mental health



Identify what businesses perceive as their primary challenges with respect to workplace mental health



Learn if businesses are taking any specific steps to address workplace mental health



Identify the types of resources that businesses would find beneficial with respect to supporting workplace mental health

# APPROACH



Employers in BC's tourism and hospitality were invited by go2HR to complete an online survey



The survey took 8-minutes to complete



Open from March 12 to April 5, 2024



A prize draw was offered to increase participation



477 participants completed the survey



The maximum margin of error for a sample of 477 is  $\pm 4.5\%$  at the 95% level of confidence

Tourism Region(s) Operated In <i>(Note: some businesses operate in multiple regions)</i>	# of Surveys
Vancouver, Coast & Mountains	145
Thompson Okanagan	113
Vancouver Island	98
Kootenay Rockies	70
Northern BC	63
Cariboo Chilcotin Coast	57
<b>Total Completed Surveys</b>	<b>477</b>

# KEY TAKEAWAYS



**The survey results validate that employers feel a responsibility to support employee mental health.**

92% of businesses in the tourism and hospitality industry feel that they have a responsibility to support employees with mental health issues.



**The findings clearly show a strong majority of businesses know that they need to be doing more to support mental health and psychological safety at work.**

Only 30% say that they have effective policies, practices and training in place that support a strong, positive workplace culture.



**Larger businesses and medium businesses are more likely than small businesses to say that they have policies, practices and training in place that support a strong, positive workplace culture. Small businesses are more likely to recognize it as a priority, but feel they lack the time/resources to focus on it.**

It follows that small businesses are less likely than larger businesses to have a range of resources in place to help mitigate mental health issues (e.g., HR policies and procedures, health and safety policies and procedures).



**The results also show that there is substantial interest in accessing training and resources that support mental health and psychological safety in the workplace.**

For example, only half of businesses say that they have sufficient resources in place to ensure employees feel psychologically safe at work. Note that large businesses are most likely to indicate that they could use more support/resources/training in this area.



**One area where there appears to be a particularly wide gap is training for leaders to support mental health and psychological safety in the workplace.**

Only 28% of businesses say that they have sufficient resources in place to support this – and it is among the training topics that businesses express the most interest in.



**Only small percentages of businesses (between 6% and 12%) say that they wouldn't find the resources currently offered by go2HR and the BC Division of the Canadian Mental Health Association useful.**





# Summary of Findings

# MENTAL HEALTH IN THE WORKPLACE

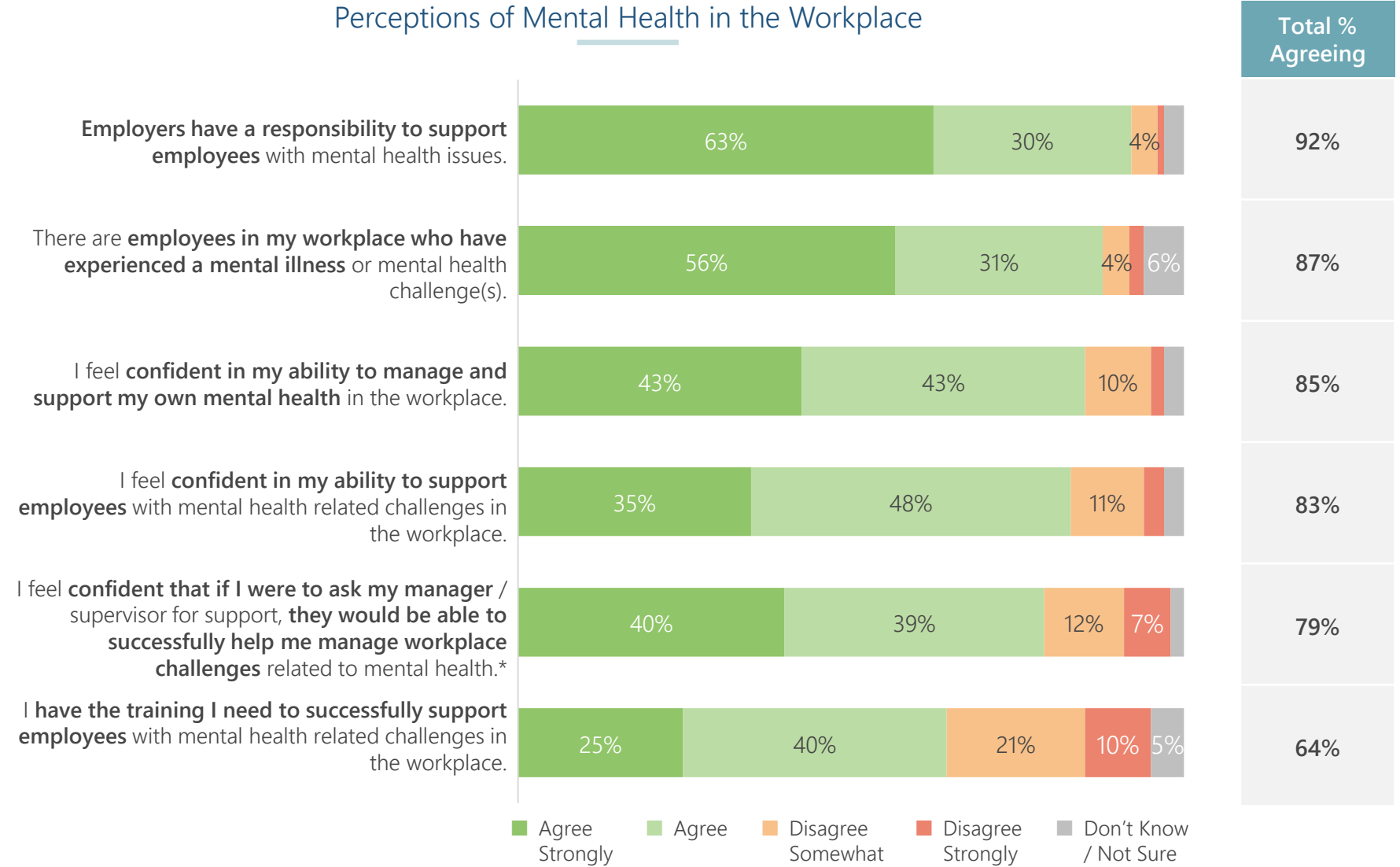
**Virtually all businesses in the tourism and hospitality industry (92%) feel that they have a responsibility to support employees with mental health issues.**

It follows that 87% of businesses report that there are employees in their company who have experienced mental health challenges.

The large majority express confidence in their ability to manage their own mental health in the workplace (85%) and to support other employees with their own challenges (83%). Those who report to someone else at their company are also confident in their ability to get help from their supervisor if needed (79%).

Although confidence is high, businesses are somewhat less likely to feel that they have the training they need to successfully support employees with mental health challenges. That said, two-thirds feel that they do have the training to do so.

Perceptions of Mental Health in the Workplace



Base: Total (477), Report to another person at work (379)

\*Question only asked to those who report to someone else at their company.

Q1. To what extent do you agree or disagree with the following about mental health at your workplace...

# MENTAL HEALTH IN THE WORKPLACE: BY SUBGROUP



Perceptions of mental health in the workplace are generally consistent by company size. The exceptions are that small businesses with fewer than 19 employees tend to have less confidence in their managers' ability to help them manage workplace challenges (66%) and are less likely to feel that they have the training they need to successfully support employees when it comes to mental health (55%).

The results on the far right illustrate the effectiveness of go2HR's resources that support mental health. Those who have used at least one of the offered resources are significantly more likely to feel they have the training they need and are more confident in their ability to support employees with mental health challenges as well as get support from their supervisor.

	Total % Agreeing											
	Total	Business Size			Region						Use of go2HR Resources	
		Small, <20	Medium, 20-99	Large, 100+	Northern BC	Cariboo Chilcotin Coast	Thompson Okanagan	Kootenay Rockies	Vancouver, Coast & Mountains	Vancouver Island	Have used at least one	Have not used
Base:	379-477	108-167	133-166	138-144	44-63	47-57	86-113	57-70	118-145	78-98	212-251	167-226
Employers have a responsibility to support employees with mental health issues.	92%	92%	93%	92%	95%	79%	96%	90%	92%	94%	90%	94%
There are employees in my workplace who have experienced a mental illness or mental health challenge(s).	87%	81%	89%	92%	92%	79%	88%	91%	85%	91%	92%	82%
I feel confident in my ability to manage and support my own mental health in the workplace.	85%	82%	87%	87%	84%	81%	89%	83%	85%	88%	89%	81%
I feel confident in my ability to support employees with mental health related challenges in the workplace.	83%	83%	83%	84%	92%	81%	84%	77%	81%	82%	91%	74%
I feel confident that if I were to ask my manager / supervisor for support, they would be able to successfully help me manage workplace challenges related to mental health.*	79%	66%	86%	82%	82%	83%	76%	86%	80%	81%	86%	69%
I have the training I need to successfully support employees with mental health related challenges in the workplace.	64%	55%	69%	69%	67%	77%	65%	61%	61%	63%	80%	46%

■ Significantly higher than total    ■ Significantly lower than total

\*Question only asked to those who report to someone else at their company. / \*\*Caution: small base size (n<30).  
Q1. To what extent do you agree or disagree with the following about mental health at your workplace...

# CURRENT SITUATION: OVERALL MENTAL HEALTH & PSYCHOLOGICAL HEALTH & SAFETY



Seven-in-ten businesses have at least some policies, practices and training in place to support workplace mental health and psychological health and safety. This includes 30% of businesses who feel they currently have effective policies that support a strong positive workplace culture.

One-quarter recognize the area as a priority but feel they don't have the time or resources to focus on it (20%) or don't know where to start (5%).

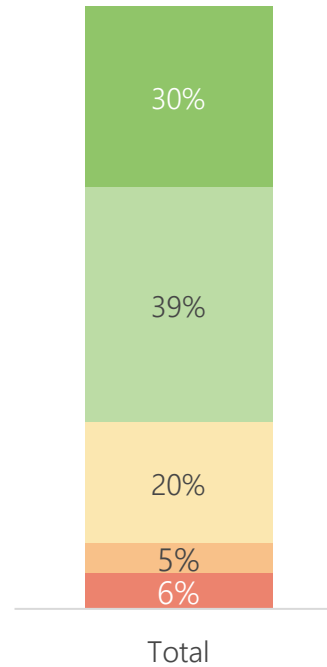
Only a very small group of businesses (6%) feel that workplace mental health is not a priority for their company.

By region, businesses in the Cariboo Chilcotin Coast are most likely to report having effective policies in place. Businesses in Vancouver, Coast & Mountains on the other hand, are most likely to recognize this as a priority but lack the time and resources to focus on it.

Compared to their smaller counterparts, medium (20 to 99 employees) and large businesses (100+) are more likely to say they have effective policies in place. Smaller businesses (<20 employees) are more likely recognize it as a priority but lack the time or resources to focus on it.

## Current Situation Regarding Mental Health & Psychological Health and Safety

- Have effective policies, practices and training in place that support a strong, positive workplace culture
- Have some policies, practices and training but we need to build them into our workplace culture
- Recognize this as a priority but lack the time/resources to focus on it
- Recognize this as a priority but don't know where to start
- This is not a priority for our business



	Region					
	Northern BC	Cariboo Chilcotin Coast	Thompson Okanagan	Kootenay Rockies	Vancouver, Coast & Mountains	Vancouver Island
Base:	63	57	113	70	145	98
Have effective policies, practices and training in place that support a strong, positive workplace culture	37%	46%	28%	29%	31%	29%
Have some policies, practices and training but we need to build them into our workplace culture	40%	30%	47%	43%	37%	38%
Recognize this as a priority but lack the time/resources to focus on it	19%	14%	15%	16%	26%	17%
Recognize this as a priority but don't know where to start	2%	4%	2%	7%	5%	8%
This is not a priority for our business	3%	7%	8%	6%	1%	8%

- Relatively higher than others (positive category)
- Relatively higher than others (negative category)

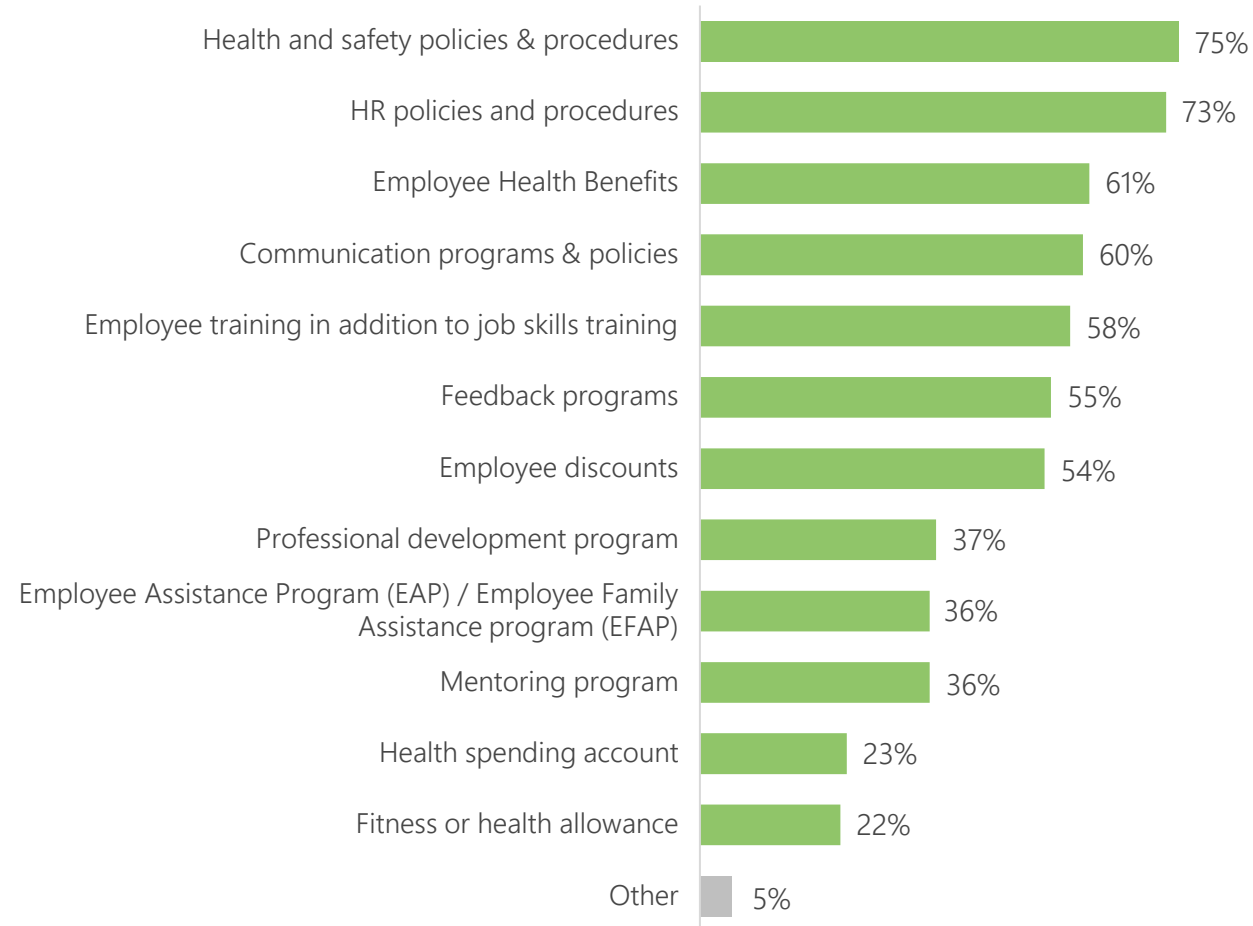
# RESOURCES BUSINESSES HAVE IN PLACE TO SUPPORT MENTAL HEALTH IN THE WORKPLACE

The most common resources that businesses have in place to support mental health at work are policies and procedures for health and safety and HR.

On the other hand, resources that are the least common (offered by under one-quarter of businesses) are health spending accounts and fitness or health allowances.

Businesses in the accommodation subsector are most likely to have resources in place to support mental health in the workplace compared to their counterparts in other industries.

## Resources in Place to Support Workplace Mental Health





# RESOURCES BUSINESS HAVE IN PLACE: COMPANY SIZE & REGION



Generally, the larger the company, the more resources they have in place to support workplace mental health.

The availability of resources does not differ significantly by tourism region, with a few exceptions:

- Businesses in the Thompson Okanagan are especially likely to report having HR policies and procedures.
- Businesses from the Cariboo Chilcotin Coast are less likely to report having health and safety procedures as well as feedback programs (e.g., performance reviews) or employee discounts.

	Total	Business Size			Region					
		Small, <20	Medium, 20-99	Large, 100+	Northern BC	Cariboo Chilcotin Coast	Thompson Okanagan	Kootenay Rockies	Vancouver, Coast & Mountains	Vancouver Island
Base:	477	167	166	144	63	57	113	70	145	98
Health and safety policies & procedures	<b>75%</b>	60%	77%	90%	79%	60%	81%	77%	74%	73%
HR policies and procedures	<b>73%</b>	60%	74%	88%	75%	74%	82%	69%	68%	73%
Employee Health Benefits	<b>61%</b>	44%	64%	77%	56%	51%	61%	59%	67%	65%
Communication programs & policies	<b>60%</b>	46%	64%	73%	56%	54%	65%	57%	56%	68%
Employee training in addition to job skills training	<b>58%</b>	40%	60%	78%	63%	60%	59%	57%	57%	58%
Feedback programs	<b>55%</b>	37%	58%	72%	51%	40%	61%	54%	55%	61%
Employee discounts	<b>54%</b>	35%	52%	78%	49%	40%	56%	57%	51%	63%
Professional development program	<b>37%</b>	25%	31%	59%	46%	46%	36%	36%	35%	35%
Employee Assistance Program (EAP) / Employee Family Assistance program (EFAP)	<b>36%</b>	13%	40%	58%	33%	35%	41%	29%	41%	28%
Mentoring program	<b>36%</b>	31%	34%	43%	37%	46%	34%	41%	30%	43%
Health spending account	<b>23%</b>	12%	19%	40%	24%	25%	29%	26%	19%	19%
Fitness or health allowance	<b>22%</b>	11%	21%	35%	30%	32%	19%	19%	23%	21%
Other	<b>5%</b>	6%	4%	6%	2%	2%	6%	6%	4%	9%

■ Significantly higher than total ■ Significantly lower than total

# CURRENT SITUATION: SPECIFIC AREAS OF WORKPLACE MENTAL HEALTH



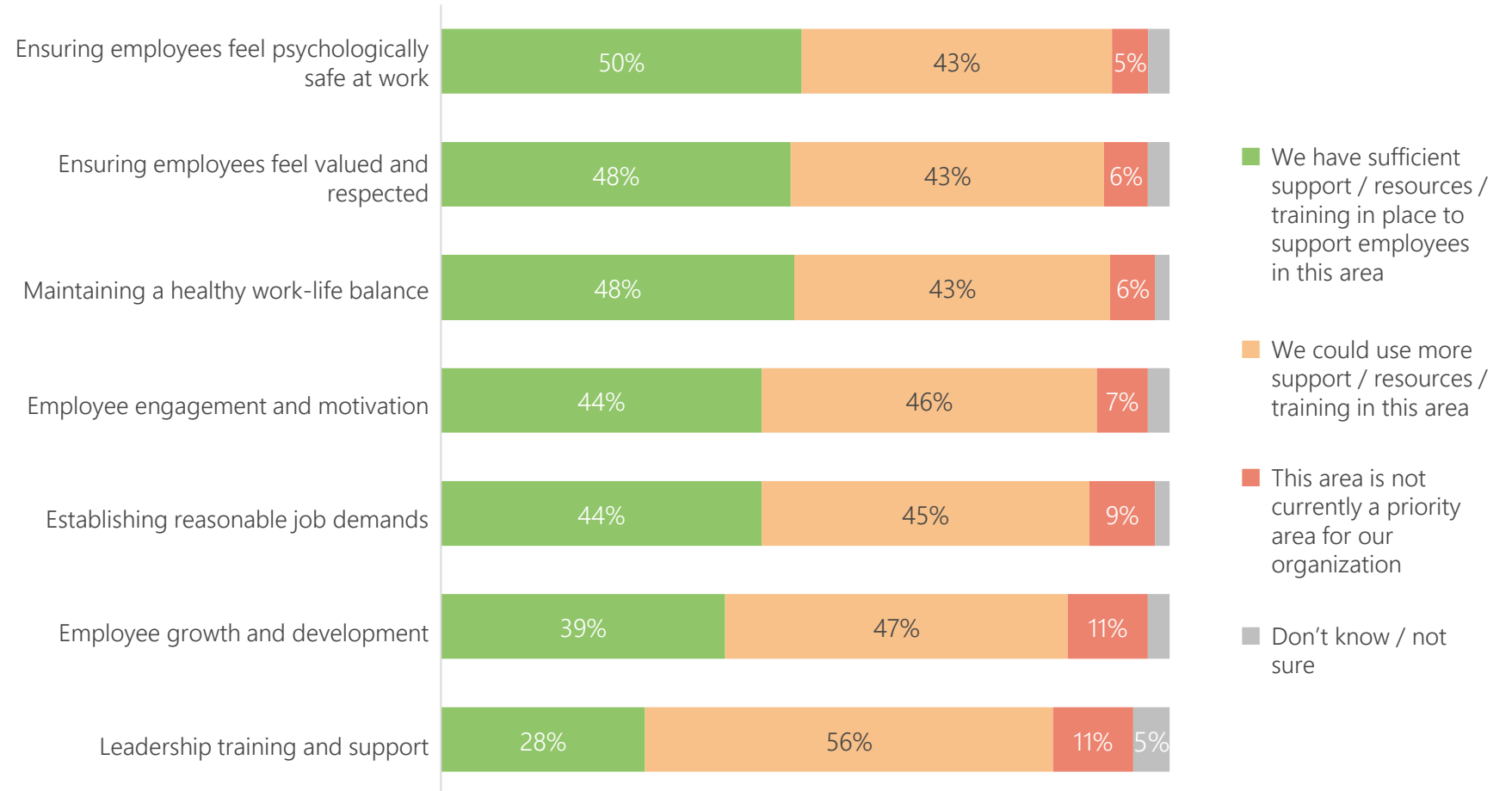
Businesses were asked to assess how their company is currently doing in seven different areas related to workplace mental health.

**Half of businesses report that they have enough support, resources and training when it comes to ensuring employees feel psychologically safe, valued and respected, and are maintaining a healthy work-life balance.** Another 43% report that they could use more support in these areas.

When it comes to employee engagement and establishing reasonable job demands, businesses are split – with the percentage saying that they have sufficient support being the same as the percentage saying that they don't have sufficient support.

Leadership training and support is the one area where the majority of businesses (56%) feel that they could use more support/resources in.

Level of Support / Resources for Specific Areas of Workplace Mental Health



# USE OF AND INTEREST IN MENTAL HEALTH RESOURCES

Half of tourism and hospitality businesses have used at least one of the four resources that go2HR and the Canadian Mental Health Association of BC offer on the topic of workplace mental health.

Online resources are the most commonly used (42% reporting they have used them), while about one-quarter have experience using the Workplace CARE Certification, the BC Hub or Health & Safety Coaches.

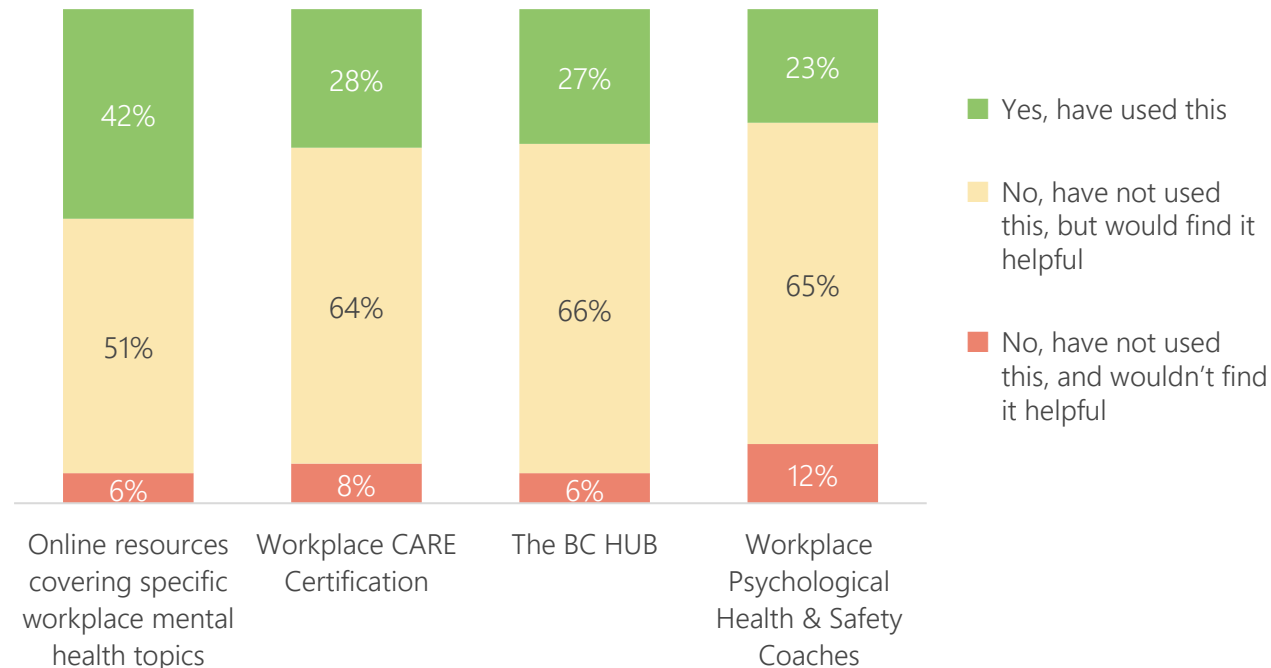
Most companies who have not yet used the resources would find them helpful, leaving only a small number of businesses (between 6-12%) that are not interested in these resources.

Previous Use of Mental Health Resources



■ Have used at least one    ■ Have not used before

Use of and Interest in Mental Health Resources



Base: Total (477)  
Q5. Here are some resources that go2HR and the Canadian Mental Health Association of BC offer to businesses in the tourism and hospitality sector. All of these resources are offered free of charge. For each one, we'd like to learn if your organization has used it and if your organization would find the resource helpful in addressing workplace mental health.

# USE OF MENTAL HEALTH RESOURCES: BY SUBGROUP



Use of the go2HR's mental health resources differs across business size, region and subsector. Specifically, small businesses with fewer than 20 employees are the least likely to have used any resources, while larger businesses with 100+ employees are the most likely to have used them.

Meanwhile, businesses in Accommodation are most likely to have used each of the resources, while Food and Beverage businesses are the least likely.

Regionally, businesses operating in the Cariboo Chilcotin Coast are more likely to report using resources than businesses in other regions.

	% Have Used													
	Total	Business Size			Region						Subsector*			
		Small, <20	Medium, 20-99	Large, 100+	Northern BC	Cariboo Chilcotin Coast	Thompson Okanagan	Kootenay Rockies	Vancouver, Coast & Mountains	Vancouver Island	Accommodation	Food & Bev	Rec. & Entertain.	Travel Services
Base:	477	167	166	144	63	57	113	70	145	98	151	102	112	38
<b>Have used at least one mental health resource</b>	<b>53%</b>	<b>39%</b>	<b>57%</b>	<b>63%</b>	<b>59%</b>	<b>81%</b>	<b>52%</b>	<b>60%</b>	<b>51%</b>	<b>46%</b>	<b>70%</b>	<b>39%</b>	<b>54%</b>	<b>42%</b>
Online resources covering specific workplace mental health topics	42%	30%	46%	52%	51%	61%	40%	50%	38%	39%	59%	29%	43%	34%
Workplace CARE Certification	28%	14%	31%	40%	33%	61%	26%	34%	21%	19%	46%	16%	23%	24%
The BC HUB	27%	11%	31%	41%	29%	54%	25%	39%	23%	16%	46%	14%	26%	16%
Workplace Psychological Health & Safety Coaches	23%	10%	27%	33%	29%	60%	17%	34%	19%	18%	42%	14%	17%	16%

■ Significantly higher than total   ■ Significantly lower than total

\*Note: responses for Transportation are not shown due to small base size (n=11).

Q5. Here are some resources that go2HR and the Canadian Mental Health Association of BC offer to businesses in the tourism and hospitality sector. All of these resources are offered free of charge.

For each one, we'd like to learn if your organization has used it and if your organization would find the resource helpful in addressing workplace mental health.



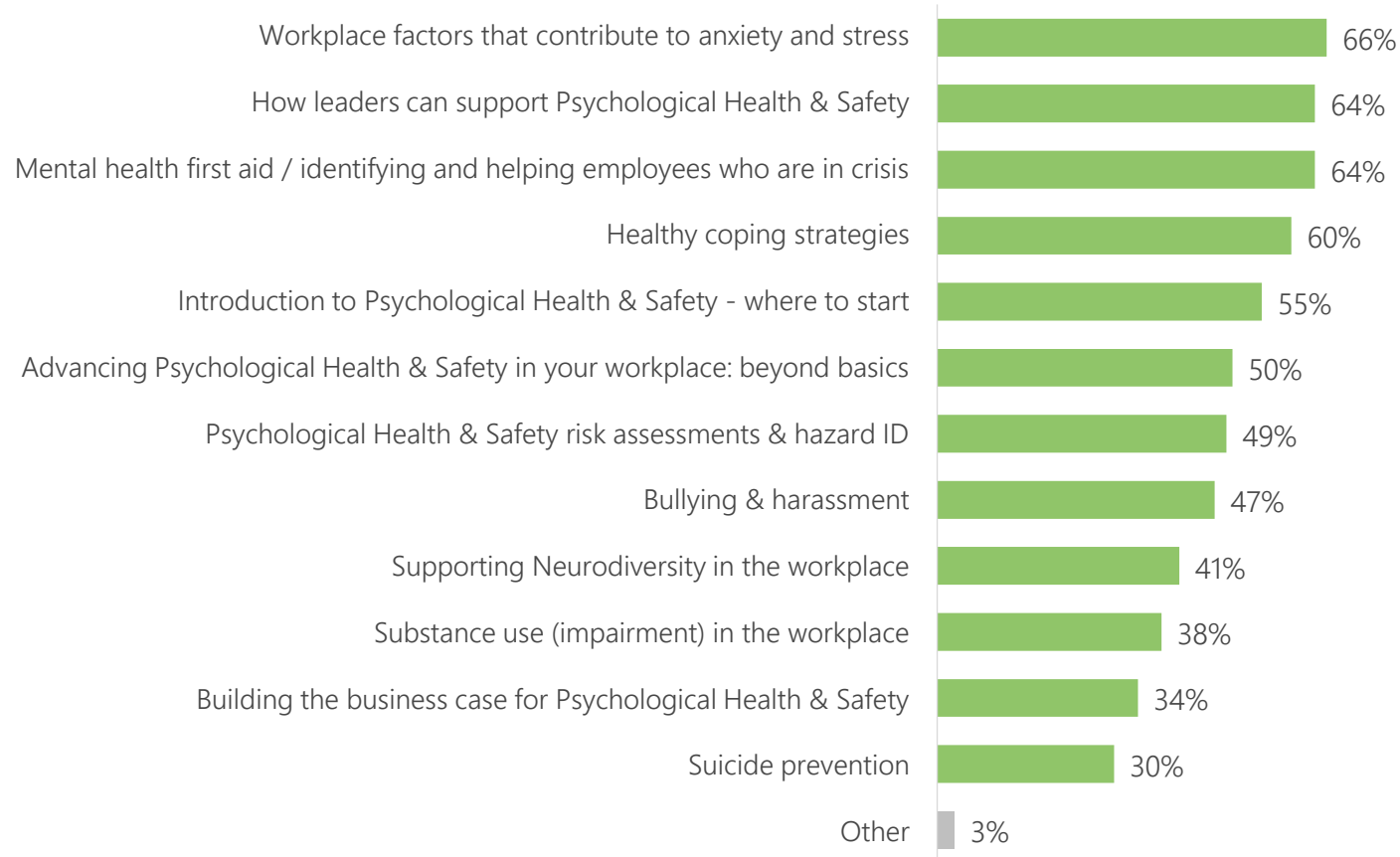
# INTEREST IN TOPIC AREAS FOR TRAINING

Businesses were presented with a list of topic areas and asked which ones they are interested in. **Interest levels are moderately high for most topic areas.**

Interest is highest for training that will prevent mental health challenges from becoming major problems (factors that contribute to anxiety and stress; healthy coping strategies), training in how leadership can support psychological health and safety, and training in mental health first aid.

Businesses in the Cariboo Chilcotin Coast express above-average interest in several topic areas, as do businesses in the Recreation & Entertainment and Travel Services subsectors.

## Topics of Interest



# PREFERRED FORMATS FOR TRAINING

**Online self-paced training stands out as the preferred learning format among tourism and hospitality businesses.**

Broadly half would also be interested in webinars, interactive workshops, short videos and in-person presentations.

Website content and podcasts are relatively less popular channels.

In the Cariboo Chilcotin Coast, more businesses prefer webinars than online self-paced training (77% and 70%, respectively).

Meanwhile, medium and large businesses express more interest in webinars and interactive workshops than their smaller counterparts.

Preferred Formats for Training



# WORKPLACE STRESSORS

Seasonality is the most common workplace stressor for businesses in the tourism and hospitality industry (experienced by 59%). Over half also report challenges in dealing with difficult customers.

Tourism regions also experience additional challenges specific to their area:

- Labour shortages are among the top challenges in the **Kootenay Rockies** and **Vancouver Island** regions. The **Island** also reports challenges with spikes in customer volume.
- **Northern BC** is most likely to have difficulty attracting enough visitors.
- **Cariboo Chilcotin Coast** and especially the **Thompson Okanagan** experience impacts from extreme weather events. Employee skills or training gaps are also the most prevalent in the **Cariboo Chilcotin Coast**.
- Workplace conflict is among the top stressors for businesses in **Vancouver, Coast and Mountains**.

## Workplace Stressors Experienced



	Region					
	Northern BC	Cariboo Chilcotin Coast	Thompson Okanagan	Kootenay Rockies	Vancouver, Coast & Mountains	Vancouver Island
	63	57	113	70	145	98
Seasonality of business	52%	49%	64%	61%	55%	64%
Rude / difficult-to-deal with customers	52%	35%	60%	47%	61%	55%
Labour shortages / difficulty finding employees	43%	44%	55%	54%	47%	57%
Spikes in customer volume	37%	37%	54%	43%	47%	56%
Workplace conflict	43%	44%	43%	44%	54%	42%
Impact of extreme weather events / natural disasters	46%	53%	70%	49%	32%	39%
Skills / training gaps among current employees	38%	56%	43%	51%	49%	43%
Financial pressures	37%	37%	56%	46%	44%	34%
Attracting enough visitors / customers	51%	33%	45%	47%	33%	33%
Supply chain issues	35%	37%	31%	19%	24%	23%
Other	3%	0%	5%	4%	3%	6%
None of the above	2%	2%	2%	0%	2%	3%

■ Top stressor(s) in each region

Base: Total (477)

\*Caution: Small base size (n<30).

Q8. Does your business experience any of the following that can cause stress at your workplace? Select all that apply.

# FINAL COMMENTS

## General Comments

Respondents were given the opportunity to provide additional feedback for go2HR at the end of the survey. This slide shows a sample of comments that highlight the main themes among the feedback.

"I think that it would be a **great idea to hold half-day or full-day (no cost) training sessions in each geographical location** (Thompson-Okanagan, Central Okanagan, etc.) for employers. **Sessions could include information on all of the resources that are available to us** - CARE Certification, BC Hub, etc. "

"As an HR professional with an education in sociology and psychology, I care deeply about psychological health and safety in the workplace. **The difficult part is getting our leadership team to care as much and focus on these aspects for their employees.** They need to understand it's not optional, it's a requirement."

"**CARE program was excellent** and all our permanent employees have been encouraged to take it. "

"**Develop the emotional intelligence and mental health awareness of leaders and managers** who are able to lead teams to build trust, communicate well, and effectively handle workplace stress and conflict."

"As companies become more global, employees may face colleagues and customers from different cultural backgrounds. **Cross-cultural communication skills need to be emphasized** to avoid misunderstandings and conflicts caused by cultural differences, as well as the impact on employees' mental health."

"Having **mental health online courses that are specific to the different DMO's.** The issues that the Thompson region deals with would not be the same as the Island for example. "

"I think the **biggest struggle is funding and time to implement these programs.** As owners we are exhausted and have to work multiple jobs so we can pay staff, so having to add more programs and costs is very difficult. "

"**Working with WorkSafe BC to mandate certain resources** or psychological safety training in the workplace"

## Suggested Areas to Focus On

"**Communication techniques**"

"**Coping skills** for employees"

"**Critical incident management** and debriefing."

"**Direct training for employees**"

"Educate employees about how bad of an influence **social media** can have on them and on their mental health and well being. Provide them with ideas on how to get away from it."

"**Family mental health struggles** and how that affects employees' mental health "

"**How to get everyone on board.**"

"**Mental burn outs** might be a topic to focus on, especially for supervisory positions "

"**Interested in beginner level content** which can be shared easily regarding recognition of signs of mental health issues."

"**Mapping out a strategic plan** of actionable, bite size steps."



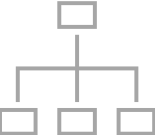
"Casting attention towards the **de-stigmatization of mental illness** and encouraging help in seeking a diagnosis, being open and educated about schizophrenia, bi-polar, borderline and OCD."







# Respondent Profile

# RESPONDENT PROFILE

	Base	Total
		477
<b>Business Size</b>		
Small, <20		35%
Medium, 20-99		35%
Large, 100+		30%
<b>Region</b>		
Vancouver, Coast & Mountains		30%
Thompson Okanagan		24%
Vancouver Island		21%
Kootenay Rockies		15%
Northern BC		13%
Cariboo Chilcotin Coast		12%
<b>Industry</b>		
Accommodation		32%
Recreation & Entertainment		23%
Food & Beverage		21%
Travel Services		8%
Transportation		2%
Other		13%

	Base	Total
		477
<b>Peak Season</b>		
No Peak Season		30%
Summer Peak		41%
Winter Peak		9%
Winter/Spring Peak		3%
Summer/Fall Peak		3%
Winter/Summer Peak		2%
Winter/Fall Peak		1%
Other Combination		13%
<b>Respondent Role within Company</b>		
Manager		38%
Director / Senior Manager		23%
Business owner		14%
Supervisor		8%
Other		17%