WHO WE ARE

go2HR is BC's tourism and hospitality human resource and health & safety association
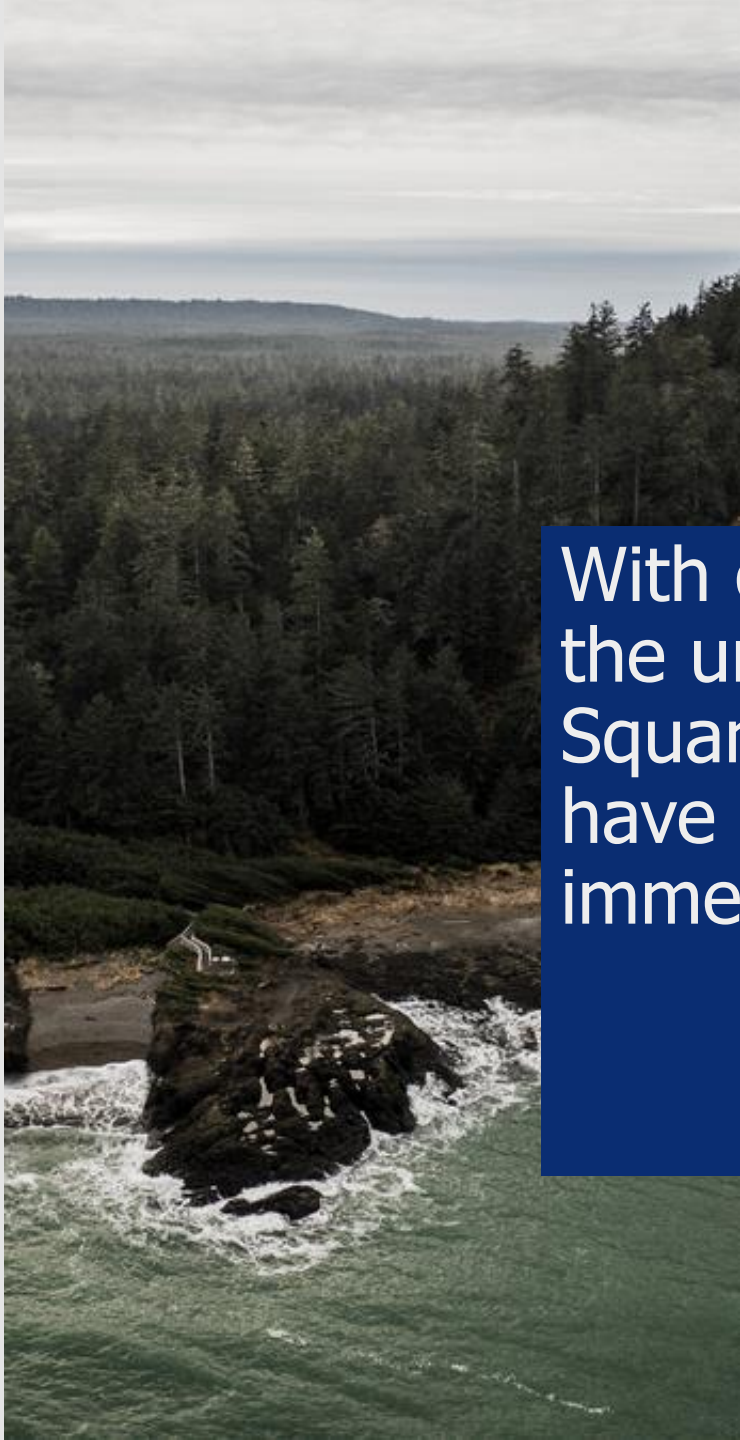
Health & Safety

Human Resources

Industry Training

Research and Strategy

go2HR exists to drive strong workforces and safe workplaces to deliver world-class tourism and hospitality experiences in BC

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With gratitude, we recognize that we are on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh Peoples, who have cared for this land since time immemorial.

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TODAY'S PATH

- Understand what psychological health and safety (PH&S) means in a tourism and hospitality context.

- Identify common workplace psychological hazards and how to manage them

- Apply simple tools to start integrating PH&S practices into daily operations.

- Recognize your role in building a safe, respectful, and supportive workplace culture.

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Did you know?

92% of BC tourism and hospitality employers say mental health is a priority, yet **72%** of those same employers say they don't know where to start.

Reference: go2HR & CMHA Mental Health Survey 2024

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POLL #1

How confident do you feel implementing mental health practices in your workplace right now?

A) Very Confident

B) Somewhat Confident

C) A Little Confident

D) Not Confident

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Let's break it down.

Organization (system & leadership direction):
- Business policies/procedures, strategic direction, mandates, decision-making.

Team/Peer-to-Peer (care & support for peers):
- Daily interactions, team work/collegiality, care for our colleagues.

Individual (care & understanding of self):
- Care for ourselves/emotional awareness, courses/training, exercise, mindfulness, diet, taking consistent breaks, coaching/counselling.
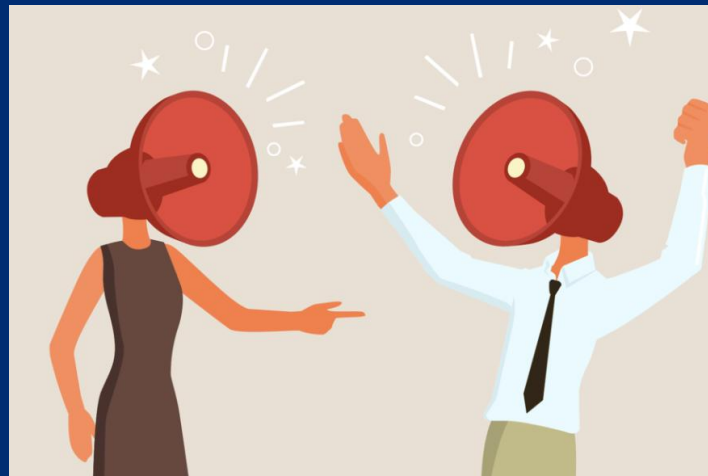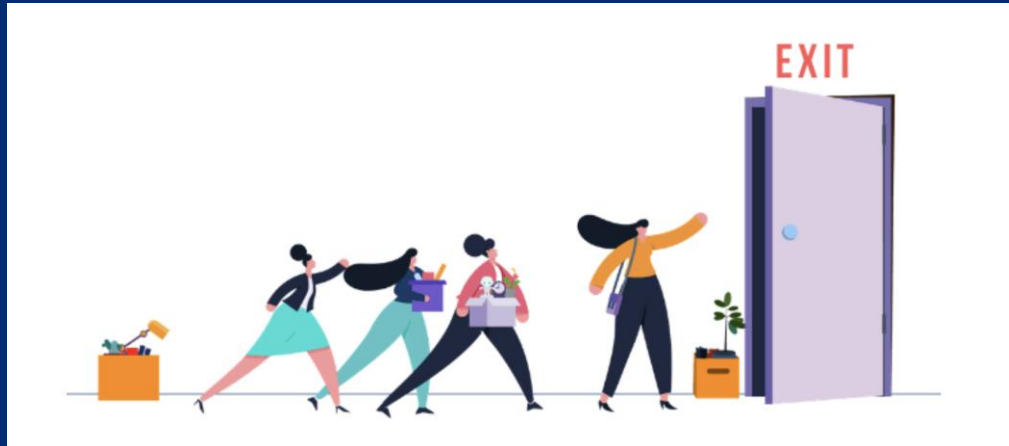
Why does PH&S matter?

1. Caring for our people and their mental health & well-being.

2. Promotes long-term mental health impacts.

3. Employer's legal responsibility.

4. Uphold ethical duty of care.

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What is a Psychosocial Hazard?

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How Can Psychosocial Hazards Harm Your Workplace?

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Psychosocial Hazards

Interpersonal Environment

Job Design

Workplace Conditions

Need for Employer Supports

Exposure to Traumatic Events

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Let's Be Proactive: Managing PH&S Hazards

- **Interpersonal Environment:** Respectful workplace policies, conflict resolution tools.

- **Job design:** Clear job roles (job descriptions, employee handbooks, employment contracts), fair and dynamic scheduling, adequate breaks.

- **Workplace Conditions:** Safe staffing levels, rest areas.

- **Need for Employer Supports:** Employee Assistance Programs, People Working Well Mental Health Training, mental health check-in conversations.

- **Exposure to Traumatic Events:** debrief the incident with your team, Critical Incident Response.

RECOMMENDED RESOURCE Register for go2HR's Mental Health First Aid Course (coming Spring 2026!)

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Some Quick Fixes (A Little Goes a Long Way!)

1. Daily huddles with a "how's everyone doing?" check in.

2. Post-shift debriefs after difficult situations.

3. Mental health resource posters in break areas.

4. Anonymous suggestion box.

5. Buddy system for new workers.

6. Wellness Champions.

7. Onboarding Courses: People Working Well Programs.

RECOMMENDED RESOURCE *Supporting Wellness Through Small Actions*
(People Working Well Article)

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Everyone Plays a Role in PH&S

POLL #3

As we wrap up, how confident are you in implementing PH&S at your workplace?

(**1** = Not Confident; **5** = Very Confident)

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Reflection

What's one action you're feeling inspired to take after today's session?

Image credit: Destination British Columbia

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PHS & Mental Health Resources & Support

Psychological Health & Safety Advisory Services

1:1 Support to help Industry Employers:

- Identify and manage PHS hazards

- Develop/Update policies to meet regulatory and industry standards

- Integrate PHS into existing OHS programs

- Foster a PHS culture through communication and engagement tools

- Build and support effective JHSCs (committee development and meeting support)

- Address workplace mental health challenges such as stress and burnout

- Recommend tailored mental health training and resources

Let's Meet! <u>Contact us</u> (Scan the QR Code!)

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Psychological Health & Safety Resources

Identifying Hazards and Mitigating Risks for Supervisors and Managers

Psychological Safety Talks – People Working Well

The Mental Health Continuum and Stages of Wellness - People Working Well

Workplace Strategies for Mental Health – PH&S resources for employers

WorkSafeBC Critical Incident Response **(critical incident support for all industries)**

Canadian Mountain Community - Critical Incident Stress Management **(critical incident support for the ski industry)**

WorkSafeBC Psychological Health & Safety Framework for Success

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Mental Health Supports & Resources

Bounce Back BC – mental health skill building program

Employee Family Assistance Program

**Get Support - People Working Well**

Here to Help BC – mental health information & resources

KUU-US Crisis Line – culturally safe support by and for First Nations & Indigenous Peoples

MHCC: Language Matters - promotes respectful, non-stigmatizing mental health language

Mind the Bar – mental health support for hospitality workers

Mind Your Mind – resources, information & support for young adults
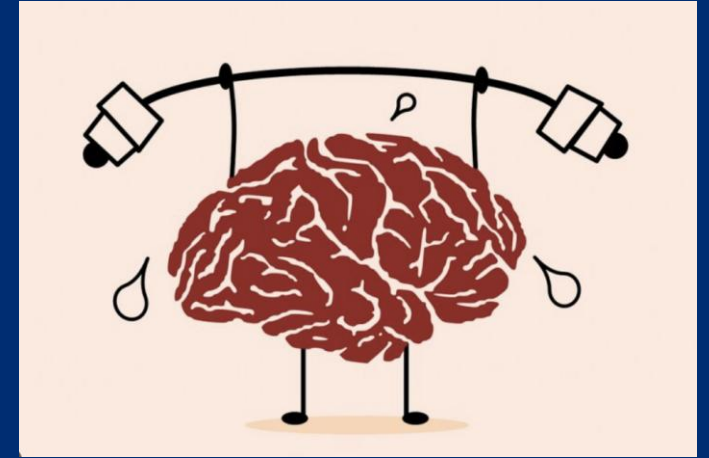
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People Working Well

Mental Health for ∨ | Learning Hub | Courses | About ∨

In partnership with go2HR

People Working in Tourism & Hospitality

We want to help you and your workplace get the right support for mental health. Let's keep our communities strong together.

Find Resources

Training Resources

Psychological Health & Safety (PHS)
Workplace Mental Health

Occupational Health & Safety

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THANK YOU!

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Questions?

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