

JANUARY 2026

Building the Business Case for Psychological Health & Safety

January 14, 2026



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People
Working
Well

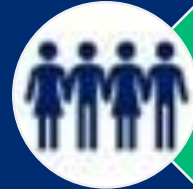
go2HR®

WHO WE ARE

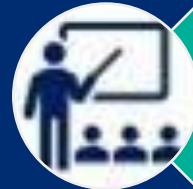
go2HR is BC's
tourism and
hospitality
human resource
and health &
safety
association



Health & Safety



Human Resources



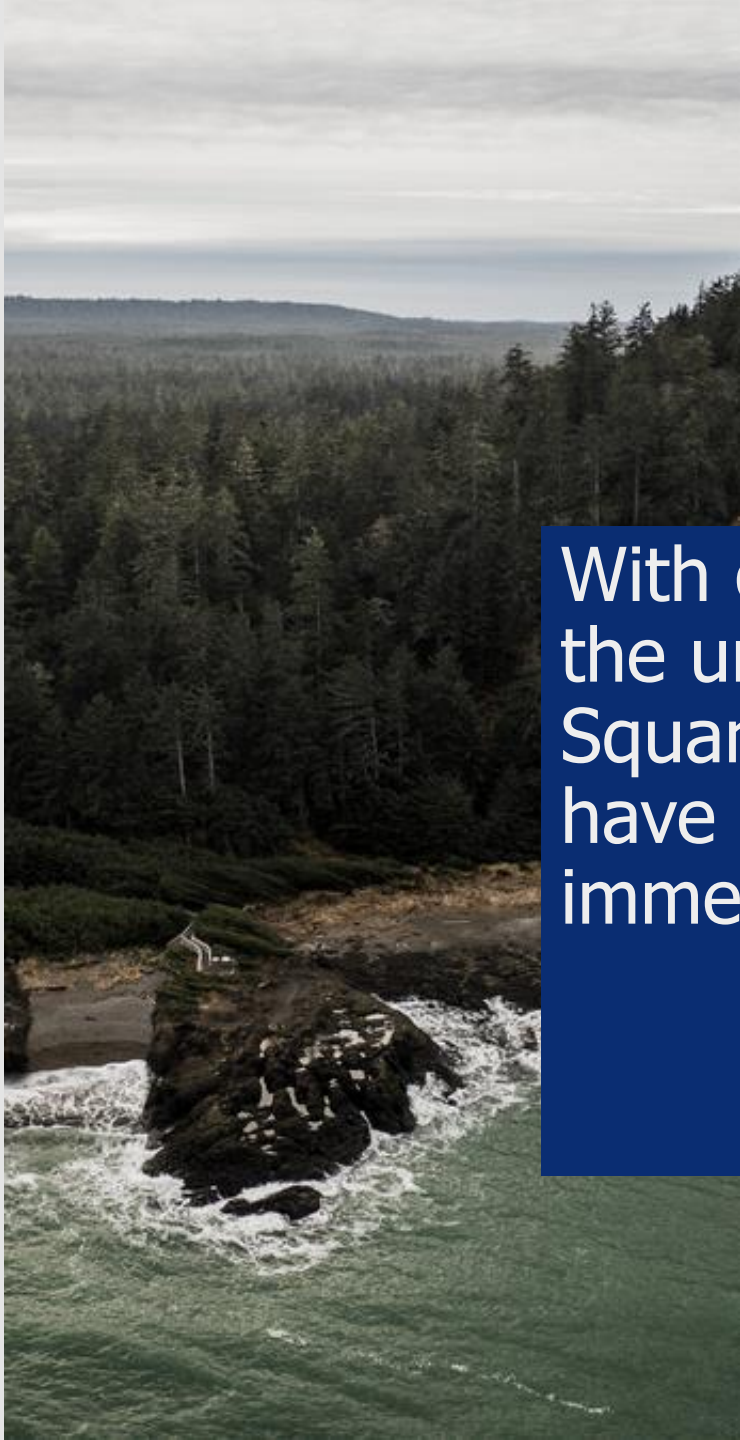
Industry Training



Research and Strategy

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





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.



TODAY'S PATH

- Understand how investing in PH&S reduces turnover, absenteeism, and WorkSafeBC claims.
- Communicate the value of PH&S initiatives to owners, managers, and other decision-makers.
- Use real-world examples from tourism and hospitality to demonstrate the financial and operational benefits.
- Build a compelling case for making PH&S part of everyday business strategy.

Did you know?

Only 30% of businesses say they have effective policies, practices, and training that support a strong and positive workplace culture related to mental health and psychological safety.

Reference: [go2HR & CMHA Mental Health Survey 2024](#)



POLL #1

How confident do you feel making the case for psychological health & safety in your workplace?

- A) Very Confident
- B) Somewhat Confident
- C) A Little Confident
- D) Not Confident



Breaking Down Psychological Health & Safety



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.

What is Psychological Health & Safety (PH&S)?



What PH&S is **NOT**

- Free snacks or yoga.
- One-off wellness sessions.
- Only hanging up EFAP posters.
- Free access to a therapy app.



Good Read: [Do office wellness programs work? A new study suggests they're not helping staff \(CBC article\)](#)

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.
5. Costly.



No PH&S? Turnover is at Risk.

- Replacing an hourly worker can cost up to six months salary.
- Replacing a leader can cost up to 18 months salary.

These costs include...

- Recruitment & Training
- Overtime
- Lost productivity
- Guest experience



No PH&S? Absenteeism & Presenteeism.

Bottom line?

- Workers stretched thin
- Slower service
- Errors
- Poor guest experiences



Mental Health Injury Claims

A worker can file this claim with WorkSafeBC for experiencing a mental health condition.

- The predominant cause of the injury must be work-related (bullying & harassment, traumatic event, or mental disorder caused by a workplace condition).
- The condition has been diagnosed by a psychiatrist or psychologist.
- A claim cannot be accepted if the mental disorder is caused by routine employment decisions (ie. performance, discipline or termination).



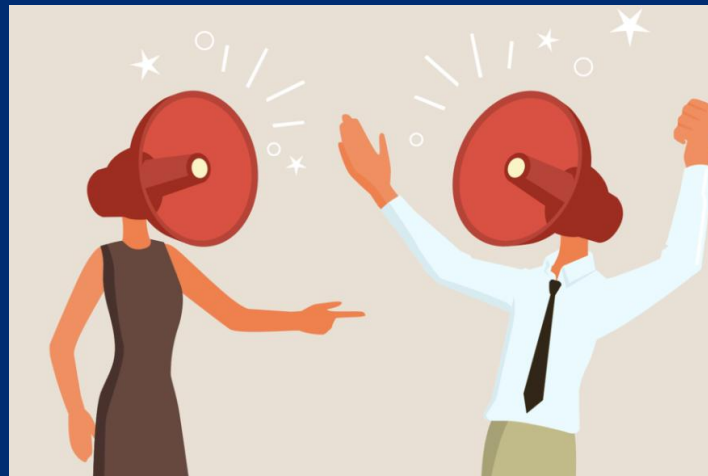
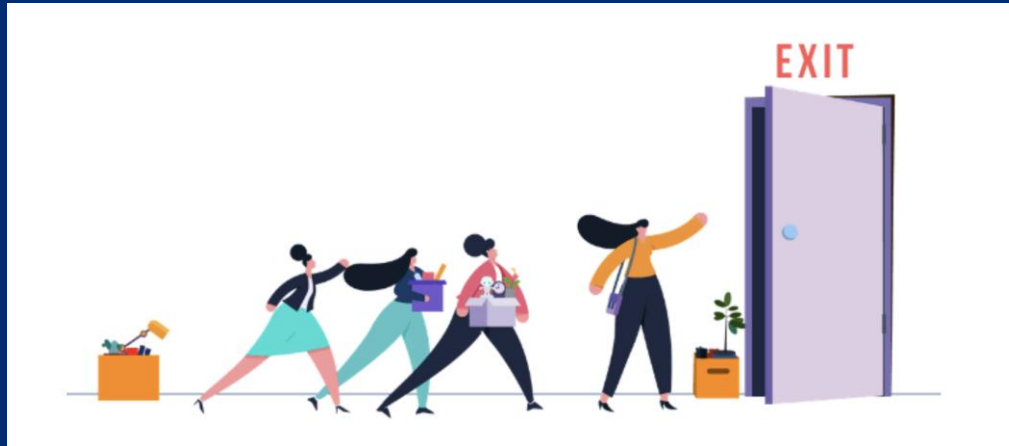
Source: [WorkSafeBC FAQ Mental Disorder Claims](#)



What is a Psychosocial Hazard?



How Can Psychosocial Hazards Harm Your Workplace?



Psychosocial Hazards

Interpersonal
Environment

Job Design

Workplace
Conditions

Need for
Employer
Supports

Exposure to
Traumatic
Events

POLL #2

When you think about PH&S, what aspect of it is currently a priority for your business?

- A) Leadership Buy-in
- B) Policy Development
- C) Training & Resources
- D) I have no clue where to start

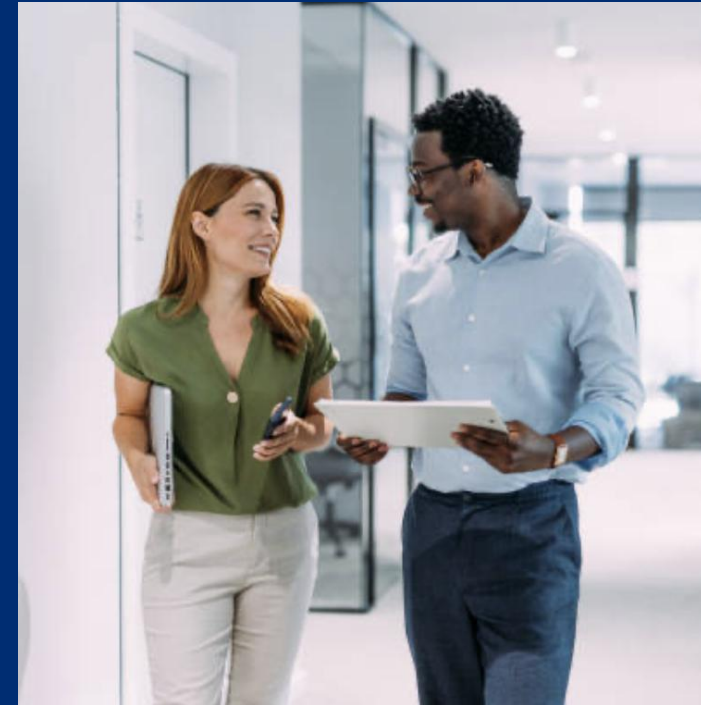


Make the Business Case

Frame PH&S as best practice:

- Risk reduction
- Cost control
- Retention
- Operational consistency
- Guest experience

*Do not use jargon - deliver the message in plain language.



PH&S is Strategic

Reframe PH&S as:

- A preventive safety strategy.
- A leadership capability.
- A business continuity tool.
- A hiring advantage.



Let's Be Proactive: Managing PH&S Hazards

- **Interpersonal Environment:** Bullying & harassment policy, 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, Violence Prevention Policy.
- **Need for Employer Supports:** Employee Assistance Programs, [People Working Well Mental Health Training](#), mental health check-in conversations (SEE-SAY-SUPPORT-SELFCARE framework) – hyperlink video)
- **Exposure to Traumatic Events:** debrief the incident with your team, [Critical Incident Response](#).

LEARNING OPPORTUNITY Register for go2HR's Mental Health First Aid Certification Course (coming February 4 & 5 2026!)



PH&S Doesn't Have to be Big or Fancy.

1. Daily huddles with a 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](#).

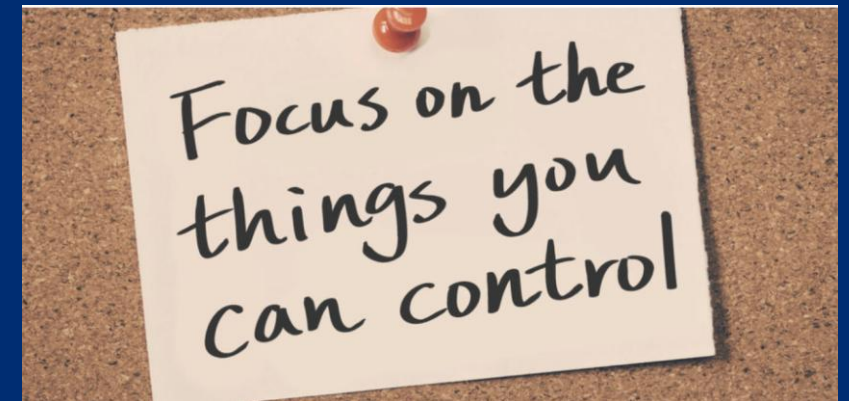
RECOMMENDED RESOURCE [Supporting Wellness Through Small Actions](#)
(People Working Well Article)



Where do we focus?

WorkSafeBC Psychological Health & Safety Planned Inspectional Initiative

1. Working alone procedures.
2. Violence prevention policy.
3. Bullying and harassment prevention policy.
4. New and young worker training.
5. Joint Occupational Health & Safety Committee or Worker Representatives.
6. First aid procedures.



Everyone Plays a Role in PH&S



POLL #3

As we wrap up, how confident are you in putting forward the business case for PH&S in your workplace?

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





Reflection

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

Image credit: Destination British Columbia

The background of the slide is a photograph of a forest at sunset. The sun is low on the horizon, creating a warm, golden glow that filters through the trees. In the foreground, a paved path winds through the forest, and two people are riding bicycles along it. The sky is filled with soft, white clouds, and the overall atmosphere is peaceful and serene.

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! Contact us (Scan the QR Code!)



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

Mental Health Supports & Resources

Bounce Back BC – mental health skill building program

Employee Family Assistance Program

Get Support - People Working Well

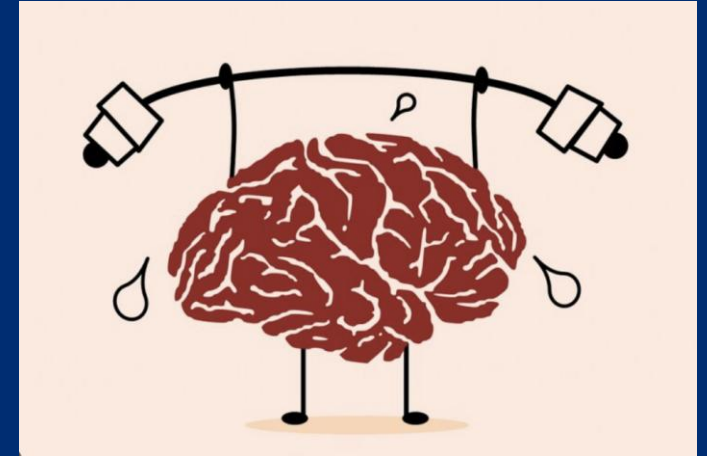
Here to Help BC – mental health information & resources

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



People Working Well Website



If you are in need of immediate assistance please dial 9-1-1 or 9-8-8. You're not alone in this journey. Find more trusted [local resources](#).

**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

Reflection #2

What else might you need to spring into action?



THANK YOU!

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Questions?

Image credit: Destination British Columbia