

Building the Business Case for Psychological Health & Safety

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WHO WE ARE

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



Health & Safety



Human Resources



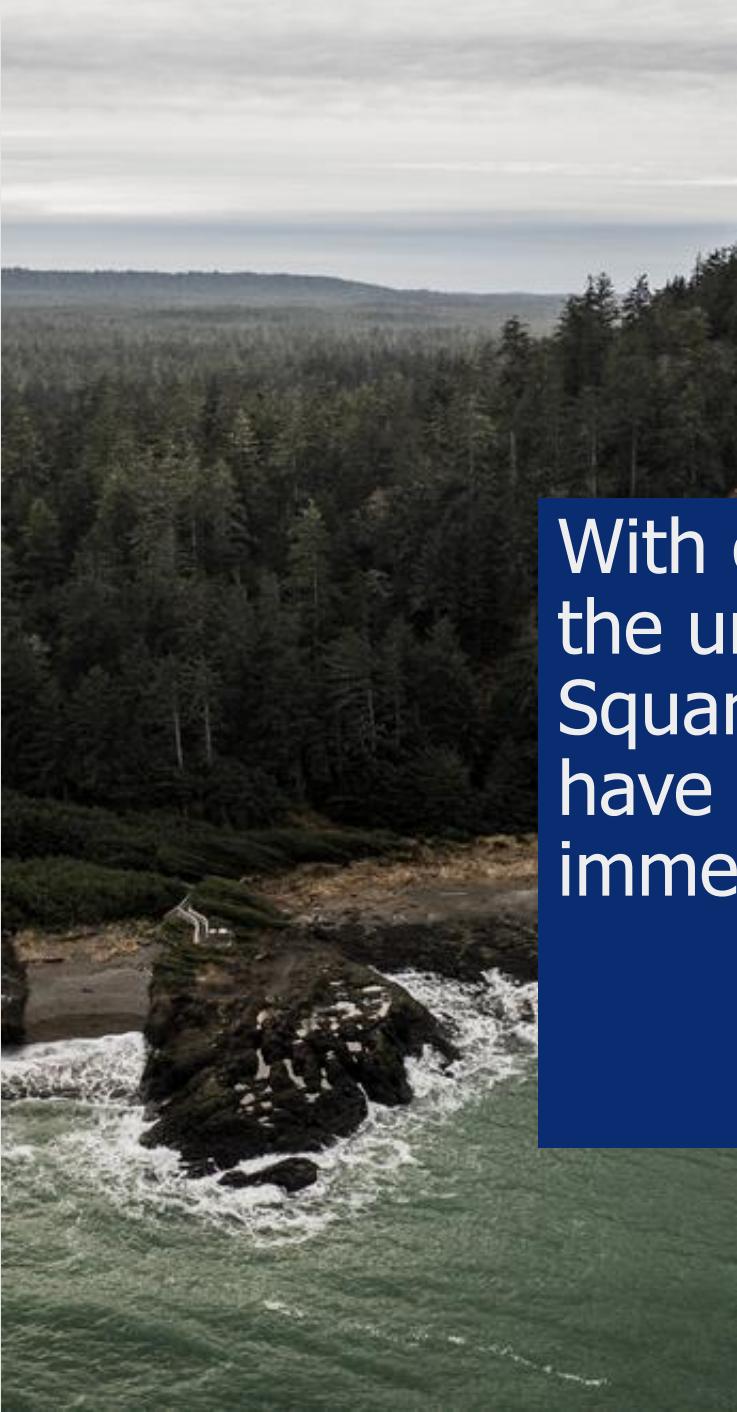
Industry Training



Research and Strategy

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

go2HR®



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...

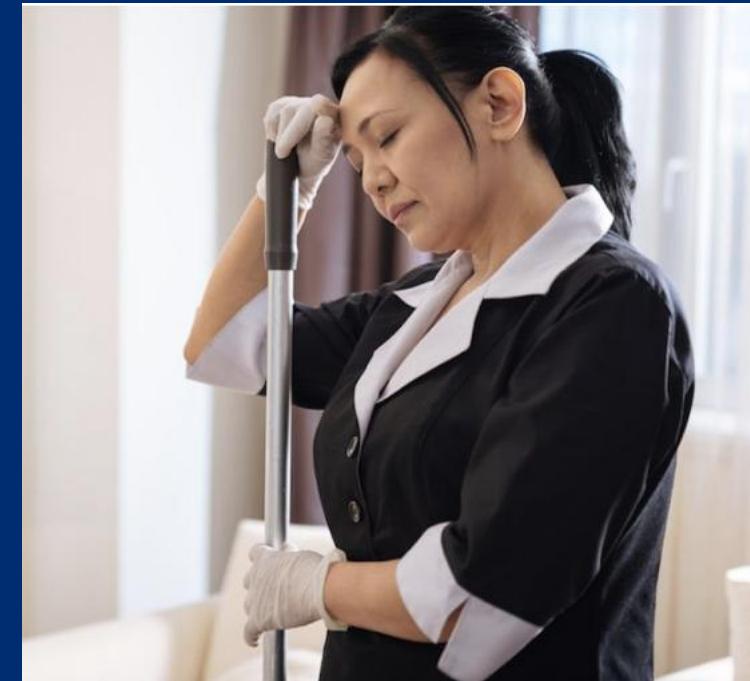
- Recruitment & Training
- Overtime
- Lost productivity
- Guest experience



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).

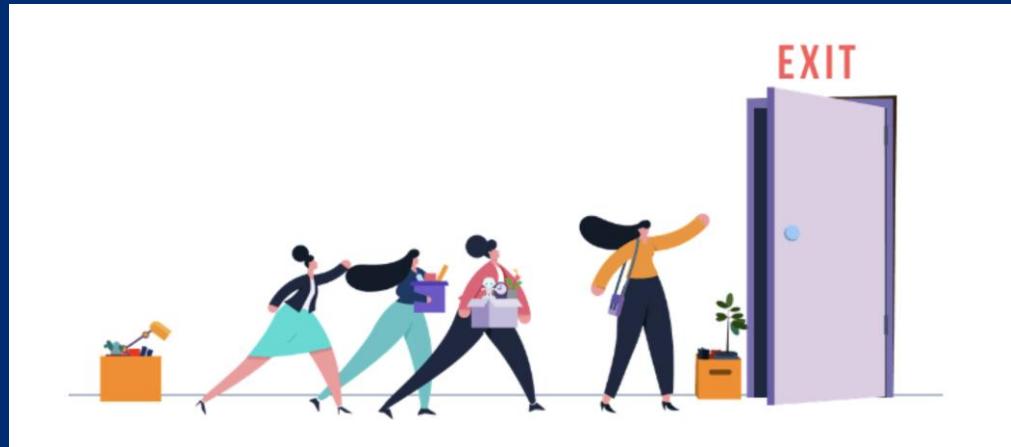
Source: [WorkSafeBC FAQ Mental Disorder Claims](#)



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-SELF CARE 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?

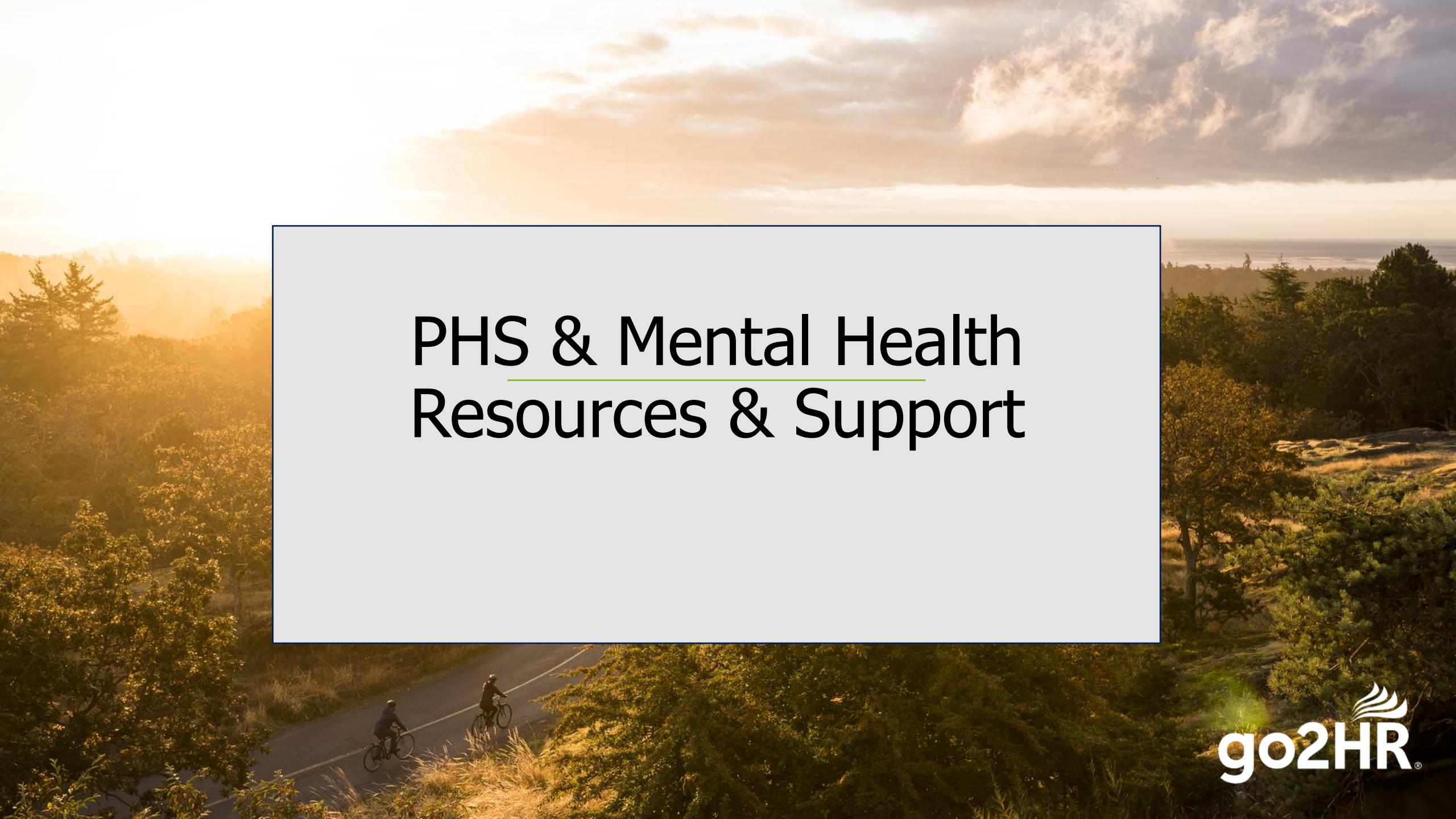
(**1** = Not Confident; **5** = Very Confident)



Reflection

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

Image credit: Destination British Columbia



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**](#)

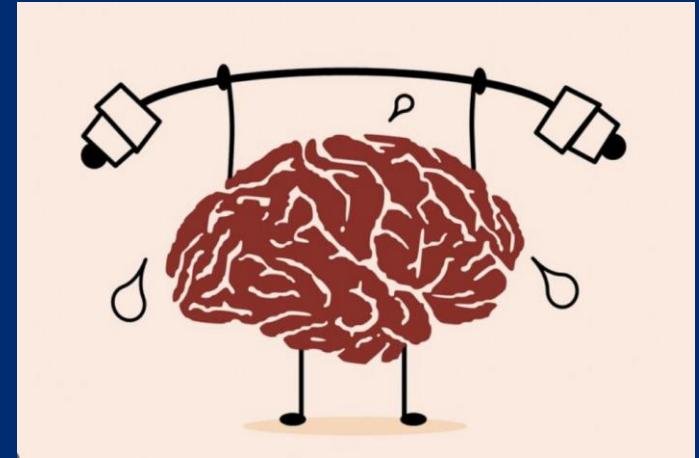
[**Here to Help BC**](#) – mental health information & resources

[**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

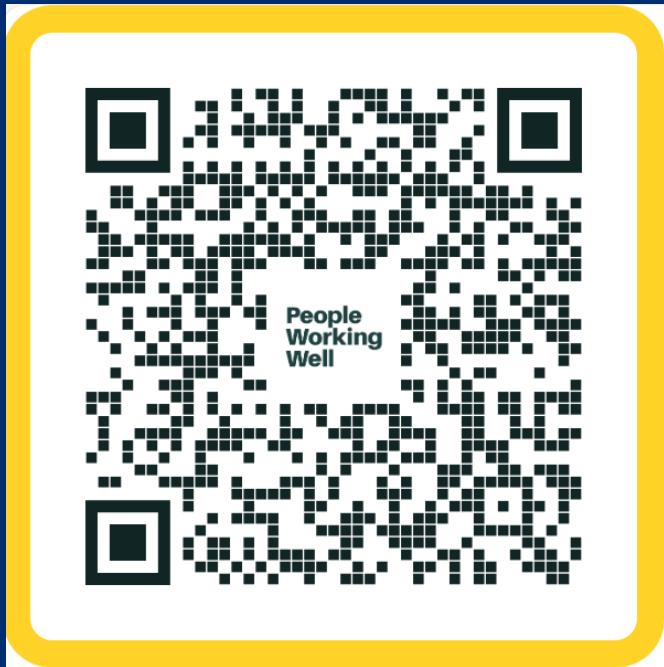
People Working in Tourism & Hospitality

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

[Find Resources](#)



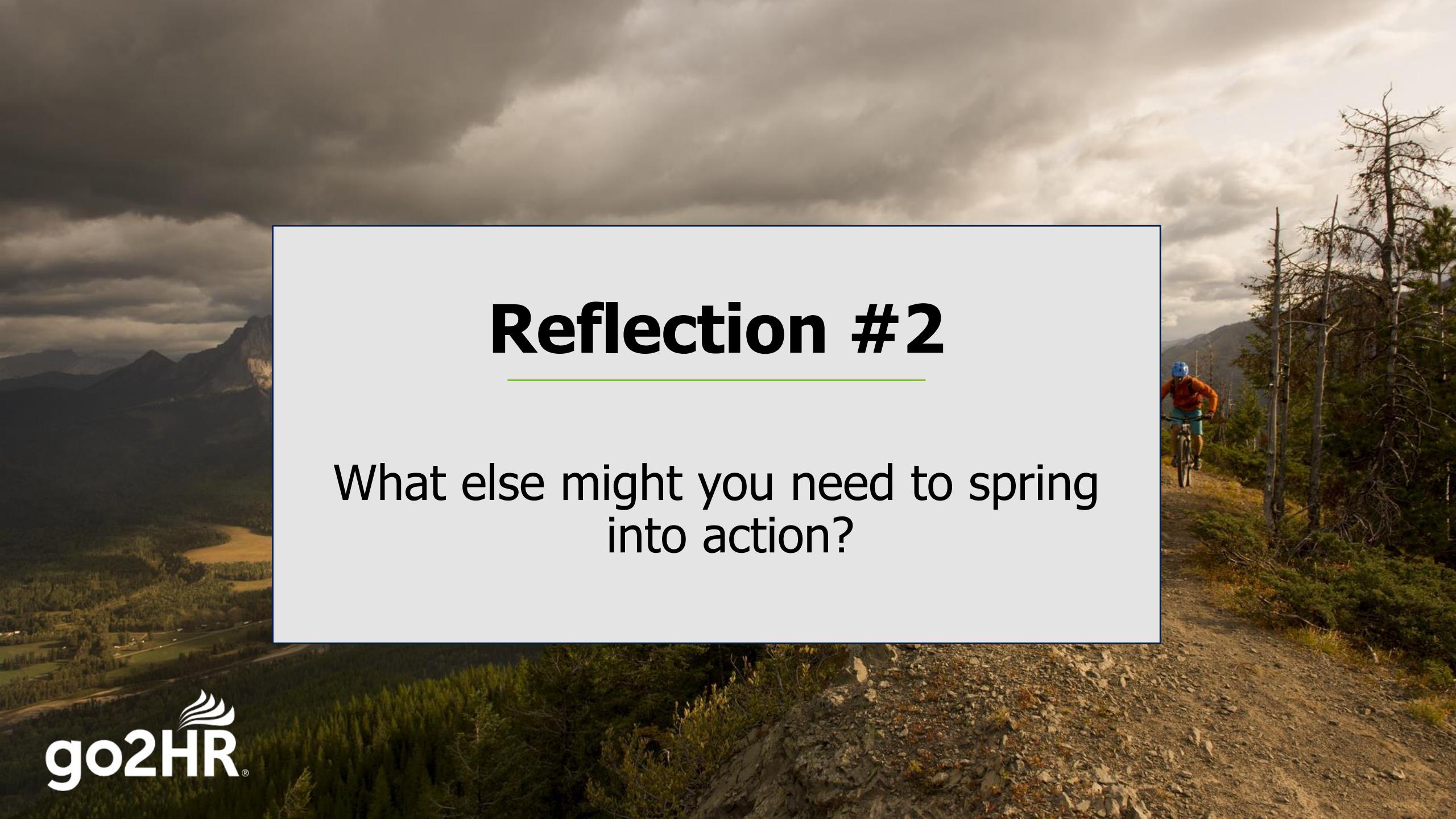
Training Resources



[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