

Psychological Health & Safety in the Canadian Tourism Industry

An Introduction for Industry Leaders

2024 Tourism HR Canada Labour Forum

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Speakers



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Agenda

Intro to Psychological Health
& Safety (PH&S)

The Business Case for PH&S

A Systems Approach to PH&S

Table Discussions

Best Practices & Resources



Tourism HR Canada

Tourism HR Canada is a pan-Canadian organization with a mandate aimed at building a world-leading tourism workforce. Tourism HR Canada facilitates, coordinates, and enables human resource development activities which support a globally competitive and sustainable industry and foster the development of a dynamic and resilient workforce.





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



Show of Hands

How familiar are you with workplace psychological health & safety?

- Very – leading in our jurisdiction
- Aware - actively involved in my jurisdiction
- Somewhat aware but not involved
- Not aware – tell me more



Workplace Psychological Health & Safety

*“a workplace that **promotes** workers' psychological well-being and actively works to **prevent harm** to worker psychological health, including in negligent, reckless or intentional ways”*

- MHCC National Standard, ISO Standard

Benefits of Psychologically Health & Safe Workplaces



More engaged employees



Higher employee/job satisfaction



Increased productivity



Increased guest satisfaction



Stronger teams



Positive financial impact



Less absenteeism & presenteeism



More inclusive workplace culture



Fewer PH&S-related claims



Enhanced recruitment, retention & engagement

By the numbers



1 in 5 Canadians experiences a mental health problem each year.¹

\$2.18

is the median yearly return on each dollar of investment for companies with mental health programs in place for three or more years.²

70%

of Canadian employees are concerned about the psychological health and safety of their workplace.³



\$6.6 billion

is the annual cost to the B.C. economy of poor mental health.⁴

118%

is the growth in psychological injury claims accepted by WorkSafeBC between 2018 and 2022.⁵

A photograph of a person riding a mountain bike on a dirt trail through a forest. The person is wearing a blue shirt and a white helmet. The trail is surrounded by tall trees and green foliage. The text 'Challenges to Supporting Workplace PH&S within Tourism & Hospitality' is overlaid on the left side of the image.

Challenges to Supporting Workplace PH&S within Tourism & Hospitality

PHS is a new concept for industry and employers

Takes time to educate & increase PHS awareness

Varying or lack of provincial OHS regulations to address PHS

Employer buy-in varies

Psychological injuries and claims are costly & complex

Requires leadership commitment & support (associations, industry)

PH&S Within the Industry – Key Survey Findings

Employees/Workers:

- Like their jobs and want to stay
- Experience high levels of stress & burnout
- Key stress factors – staff shortages, overworked, compensation / job security concerns
- Feel supervisors not adequately trained
- Lack of management communication

PH&S Within the Industry – Key Survey Findings

Employers:

- Growing recognition of the importance of workplace PHS
- Feel responsible for supporting employee mental health
- Don't know what they don't know
- Small businesses lack time & resources
- Need support, training and guidance to get started

Source: go2HR Mental Health in the Workplace Survey, 2024



A Systems Approach to Psychological Health & Safety



Table Discussions

How can you help support employers in your region/ province with PHS?

What do you need to get started?



go2HR Psychological
Health & Safety Training,
Resources & Consultants



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](#)

<https://peopleworkingwellbc.ca/mental-health-for/hospitality-tourism/>



Mental Health Training

For BC's Tourism & Hospitality Industry

Gain practical skills to nurture your own mental health and support your colleagues, creating a healthier and more supportive work environment for all. Each 15- to 30-minute course addresses the specific needs of your role as worker or supervisor. All training is free and you'll receive a certificate for each course you complete.

Choose Your Learning Pathway

Mental Health Training

for BC's Tourism
& Hospitality Industry

Workers

BC Tourism & Hospitality - Workers

Mental Health Training

for BC's Tourism
& Hospitality Industry

Supervisors

BC Tourism & Hospitality - Supervisors &
Managers

<https://peopleworkingwellbc.ca/courses/>

go2HR Mental Health & Psychological Safety Consultants

1:1 Consulting, Support & Resources for BC Tourism & Hospitality Employers



Erin O'Byrne, PCC



Nicole Howlett, BA, OHS Dip

Our certified PH&S Advisors:

- Answer questions related to workplace mental health and psychological health & safety (PH&S)
- Help address workplace mental health-related challenges
- Help identify and address business's PH&S needs
- Support integration of PH&S within existing occupational health and safety programs & business practices
- Support workplace mental health and PH&S training needs
- Support mental health and wellness initiatives (e.g. Employee Wellness Fairs)

At no cost!

(Available in BC only)

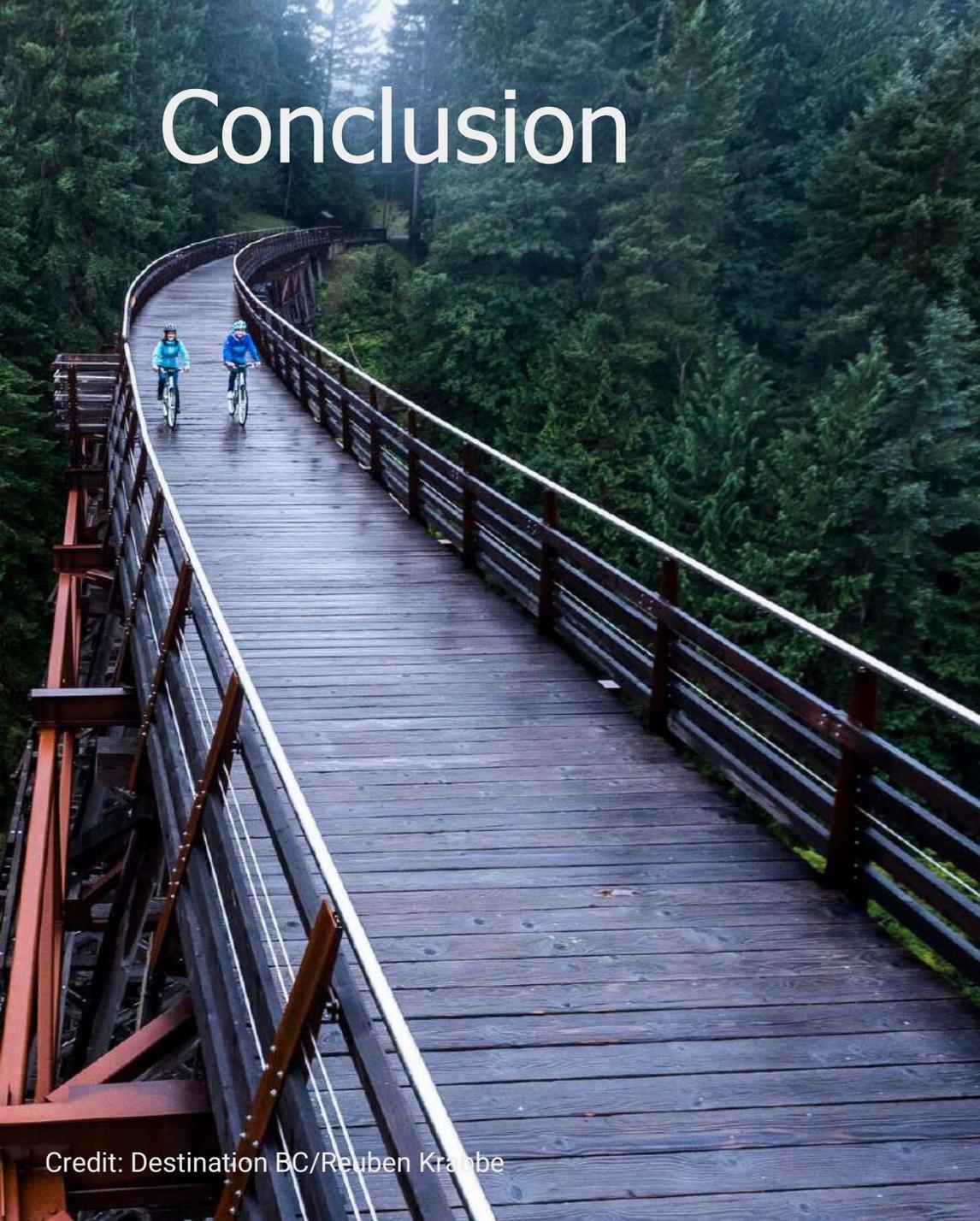


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Ministry of Mental Health and Addictions

Conclusion

A photograph of a long, curved wooden boardwalk bridge spanning a dense forest. Two cyclists are riding on the bridge. The bridge has a dark wood deck and a railing with a white rope. The forest is lush and green, with tall trees and a misty atmosphere.

- Psychological injury claims are growing exponentially
- Costs associated with psychological injuries in the workplace are significant
- Legislation around psychological health & safety is changing
- Industry associations can play a significant role in supporting psychological health & safety and connecting members to resources

THANK YOU!

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