

Psychologically



Building Safe & Healthy Workplaces

Moving Forward with What We've Learned
From the Pandemic



Canadian Mental
Health Association
British Columbia
Mental health for all

What Did We Learn?

- Many staff felt isolated and some felt judged and stigmatized
- Interpersonal conflict was heightened
- Many safety procedures felt counter to previous ideas of hospitality and customer service—potential values conflict



What Did We Learn?



- Employees felt more confident and cared for by management with:
 - Frequent empathic communication
 - Policy and procedural support (“They have my back.”)
 - Better mental health literacy

Challenge & Opportunity

- Recruitment and retention
- Changing safety protocols
- Processing grief, loss, confusion



How Can We Help?

BC's Hub for Workplace Mental Health
Learn. Train. Inspire.

[Urgent Help](#)

[Discover](#)

[Contact Us](#)

[Sign In](#)

[Sign Up](#)

Hospitality & Tourism

Welcome. Today, you are our guest. We want you to feel heard, seen, and cared for.

Below, you'll find a few rapid links to mental health and substance use services. You'll also find rapid links to resources and partners focused on longer-term pandemic recovery in the hospitality and tourism sectors.

If you're not sure where to begin, scroll further down, and pick one of the choices under Get Support, Access Training, or Join the Discussion to help us point you in the right direction.

[Tourism Resiliency Network Business Advice](#)

[Coaching Supports For Stress, Low Mood, And Worry](#)

[Virtual Mental Health Supports](#)

[Relief Funding For Hard Hit Businesses](#)

[Workplace CARE Certification](#)



Discover More Resources

There are more resources to help you including **training** and an opportunity to **join the discussion** and be part of the movement to improve your workplace.

How Can We Help?

Workplace CARE Certification

♥ 5 mins

What is it?

A staff training and workplace certification program for Tourism and Hospitality.

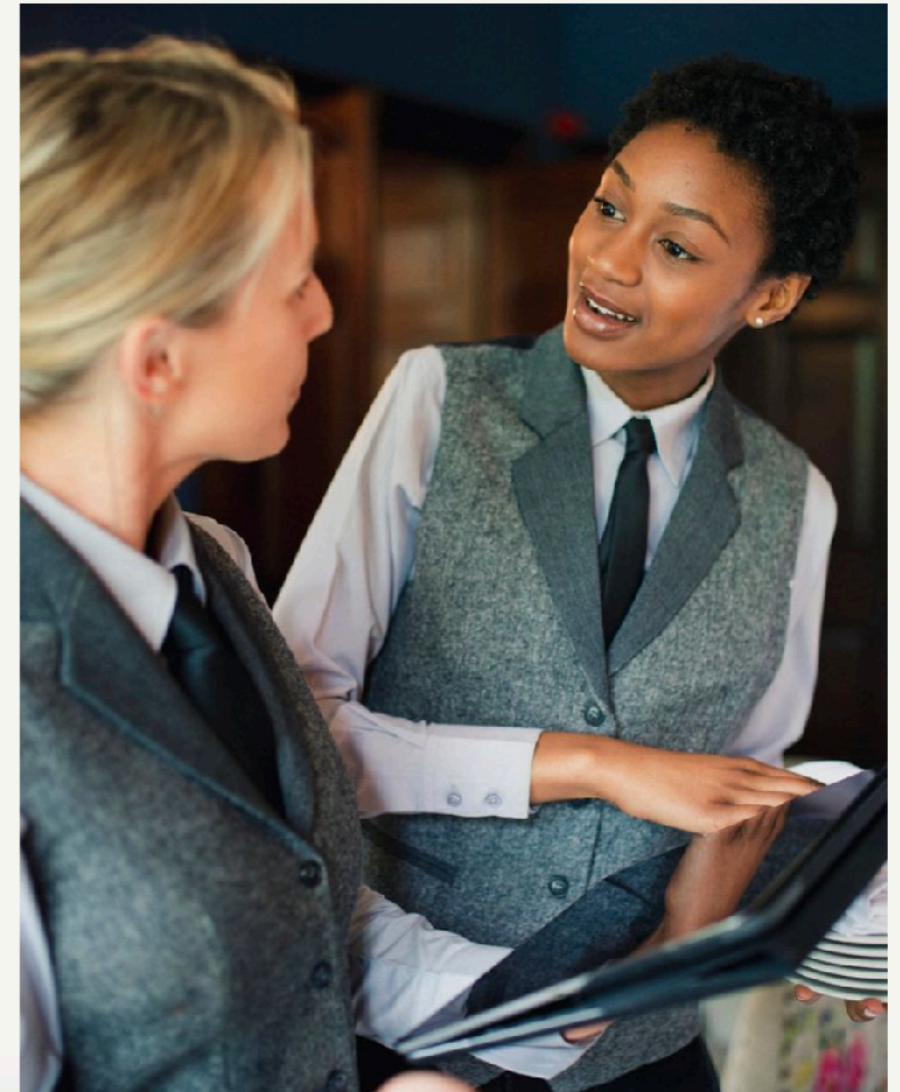
Throughout this program, we want you to feel heard, seen, and cared for. We hope you'll have a quality experience—just like the ones you create for every guest.

We've organized the training into three levels that are meant to be completed in order:

1. Foundational Skills
2. Enhanced Skills
3. Advanced Skills

Anyone can register for Level 1: Foundational Skills while Levels 2 and 3 were designed for specific audiences. Each level includes online courses with practical information and resources to support your wellbeing and resilience. You'll participate in a variety of self-paced modules and optional live webinars, and have access to a learning coach to encourage you and answer questions as you go. You'll also receive a certificate of completion for each level of training.

All levels are free to access!



How Can We Help?



CARE
Compassionate and
Respectful Employer

Workplace CARE Certification

Tourism & Hospitality
workplace mental health training program

LEVEL 1: Foundational Skills



For: Everyone

Prerequisites: None

You'll learn about:

- Mental health and how it can fluctuate over time
- Mental health challenges such as anxiety, depression, disordered eating and substance use issues

You'll learn how to:

- Reduce stigma and start positive conversations about mental health
- Recognize and address chronic stress

Format: Self-paced virtual modules with videos, quizzes and a learning coach. Optional webinars will be offered to supplement core content.

Registration opens June 2021

LEVEL 2: Enhanced Skills



For: Leaders, supervisors, managers

Prerequisites: All modules in Level 1

You'll learn about:

- The importance of empathy and clear communication
- Resources available to support you and your team

You'll learn how to:

- Recognize signs that a team member may be struggling and in need additional support
- Safely and effectively address concerns, de-escalate conflict and intervene in a crisis

Format: Self-paced virtual modules with videos, quizzes, live discussion, optional webinars and a learning coach.

Registration opens Summer 2021

LEVEL 3: Advanced Skills



For: Leaders, HR, occupational health and safety

Prerequisites: All modules in Levels 1 and 2

You'll learn about:

- The effects of discrimination on individual and organizational well-being and resilience
- Tools for implementing the *National Standard for Psychological Health and Safety in the Workplace*

You'll learn how to:

- Identify opportunities to address bias and discrimination in your workplace
- Draft a plan identifying priority areas, strengths, and first steps toward improving your workplace culture

Format: A self-paced virtual course with live webinars, discussion forum and learning coach to assist you in creating an implementation plan.

Registration opens Fall 2021

Learn more and register for FREE at workmentalhealthbc.ca



Proudly supported by



Ministry of
Mental Health
and Addictions

Learn More

workmentalhealthbc.ca • cmha.bc.ca

Aaryn Secker, MEd, CPHR

Associate Director of Education & Health Promotion at CMHA Kelowna

aaryn.secker@cmha.bc.ca

