

MARCH 2026

Supporting Neurodiversity in the Workplace

March 25, 2026



Beata Chami (she/her)
Psychological Health &
Safety Consultant

People
Working
Well

go2HR[®]

WHO WE ARE

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



Health & Safety



Human Resources



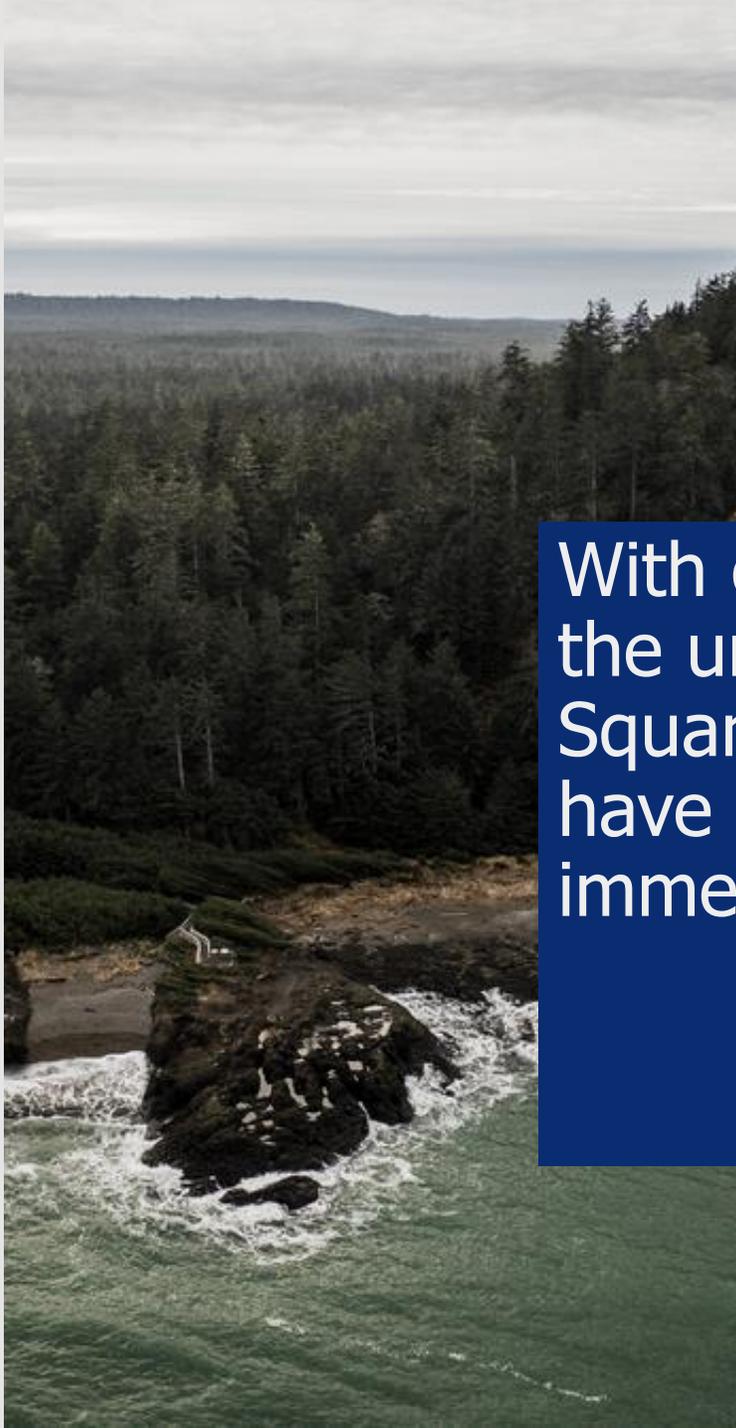
Industry Training



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 neurodiversity and the importance of workplace inclusion.
- Build the business case for inclusive hiring and neuroinclusive workplace practices.
- Recognize common challenges neurodivergent workers may face in service environments.
- Apply practical strategies for supportive scheduling, communication, and accessible training.
- Implement practices that support team success and enhance the guest experience.



How well do your current workplace practices support different thinking and learning styles?

Did You Know?

Neurodivergence applies to 15-20% of the Canadian population and does not discriminate by race, ethnicity, gender, or sexual orientation.

Reference: [Thinking Differently at Work: Guide for Neurodivergent Employees](#) - The Association of Canadian Financial Officers



Did You Know?

Teams with neurodiverse members can be up to 30% more productive than teams without them.

(Deloitte Canada, 2022)



What is Neurodiversity?

“Neurodiversity is the idea that the human brain functions in different ways and that these differences are natural. ... People who are neurodivergent have brains that work differently from the average ‘neurotypical’ person. This can include differences in how they learn, communicate, perceive the environment, or their social preferences.”

Autism
Spectrum
Disorder (ASD)

Attention Deficit
Hyperactivity
Disorder (ADHD)

Tourette's
Syndrome

Dyslexia

Dyscalculia

Dysgraphia

Developmental
Processing
Disorder

Sensory
Processing
Differences

Acquired Brain
Injury

Why Should We Care about Neurodiversity?

- We're leaving valuable talent on the table.
- Maintaining our teams.
- Ethically obligated to uphold standards to foster Psychological Health & Safety (they also align with neuro-inclusivity!)
- Worker & Guest experience.



Unrecognized Neurodiversity and Mental Health

**Emotional
Regulation**

**Social
Integration**

Stigma

Masking

**Workplace
Stress**

Common Neurodivergent Challenges at Work

- Unclear Roles & Shifting Expectations.
- High Sensory Load.
- Fast-paced Communication Under Pressure.
- Last minute schedule changes.
- Unclear Social Norms.
- Vague/Indirect Performance Feedback.



PizzAut's Story



*Person versus Identity-first Language

Person-first

Language that puts the person before the condition.

The individual is not defined by their diagnosis

"A person with autism"

"A worker with ADHD"

"A worker with a learning disability"

Identity-first

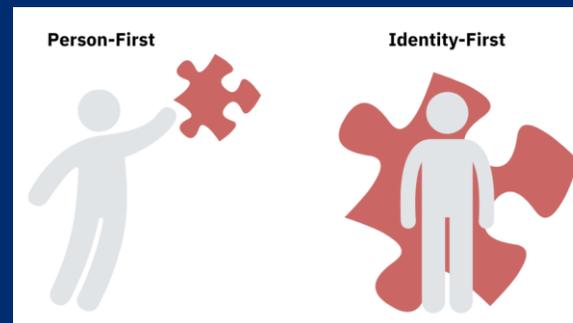
Language that recognizes neurodivergence as a core part of identity.

Neurodivergence is an integral part of who someone is

"Autistic person"

"Dyslexic worker"

"ADHD employee"



Neurodiversity Presents Opportunities

- Visual & Systems Thinking
- Attention to Detail
- Pattern Recognition
- Exceptional Memory
- Analytical Strengths
- Fresh Perspectives



“Neurodiversity should be seen as a competitive advantage for [businesses] ... it can lead to increased creativity, productivity, and innovation.” - Dr. Marcia Goddard

The Neurodivergent Experience



“In many cases, the interviewers are not actually interested in understanding your skills and abilities. It always felt like they were trying to trick you. ... I honestly hate the interview process – it gives me anxiety. I always send an email [beforehand] about what is going to be asked for in the interview so hopefully I can be prepared and hope they will ask relevant questions”

How Can Business Practices Better Reflect Neurodiverse Inclusion?



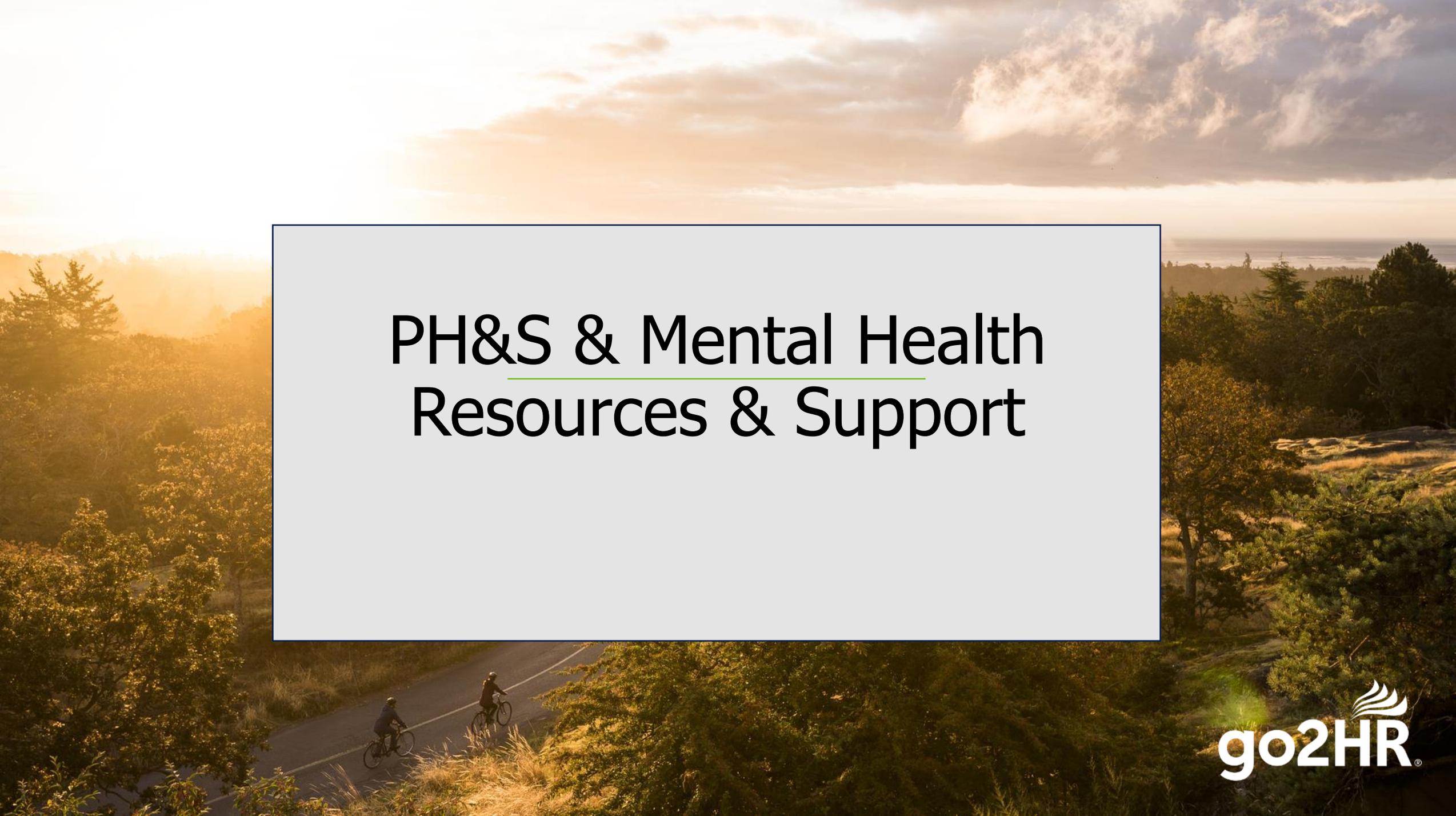


Where might your workplace systems be unintentionally exclusionary?

How Can We Support Neurodivergent Needs?

- 1) Clear job design.
- 2) Communication.
- 3) Manage Unnecessary Chaos.
- 4) Adjust the Environment for Focus.
- 5) Match Strengths to Tasks.
- 6) Foster a Learning Environment.



A scenic landscape at sunset. The sky is filled with soft, golden light and scattered clouds. In the foreground, a paved road winds through a lush, green forest. Two cyclists are riding along the road, their silhouettes visible against the bright light. The overall atmosphere is peaceful and serene.

PH&S & 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](#)

Neurodiversity Supports & Resources

[Accessible Employers BC \(Open Door Group\) \[articles/guides/courses\]](#)

[Autism and Neurodiversity in the Workplace Course \(UBC Faculty of Education CIRCA\)](#)

[How to Make Job Interviews More Accessible \(Harvard Business Review\) \[article\]](#)

[Neurodiversity as a Competitive Advantage \(Harvard Business Review\) \[article\]](#)

[Neurodiversity in the Workplace \(People Working Well\) \[article\]](#)

[Neurodiversity in the Workplace \(UKG\) \[guidebook\]](#)

[Neurodiversity and Psychological Health & Safety for HR Professionals and Leaders \(PHSA\) \[article\]](#)

[Thinking Differently at Work \(ACFO\) \[guidebook\]](#)

[Thriving with Neurodivergence at Work \(Workplace Strategies for Mental Health\) \[article\]](#)

Mental Health Supports & Resources

[Bounce Back BC](#) – mental health skill building program

[Employee Family Assistance Program](#)

[Get Support - People Working Well](#)

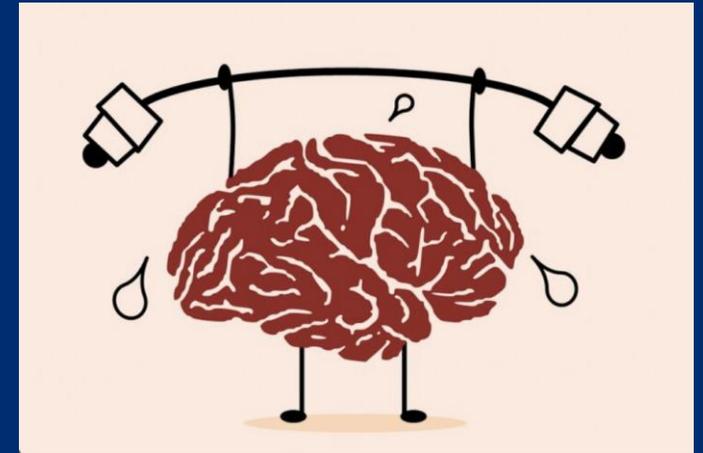
[Here to Help BC](#) – mental health information & resources

[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](#)



What's one action you're feeling inspired to take to make your workplace more inclusive of neurodivergent needs after today's session?



THANK YOU!

Beata Chami

Psychological Health & Safety Consultant

safety@go2hr.ca

go2HR[®]