

# The Mental Health Index by LifeWorks™

Canada | July 2021



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# July 2021 highlights

## **Key insight: Women are less likely to say that their organization supports a culture of wellbeing and twice as likely to want to continue to work from home to avoid tension in the workplace**

As Canadians plan for return to school and the workplace, governments and employers contemplate vaccination mandates. According to the July 2021 Mental Health Index by LifeWorks™, 47 per cent of working Canadians want mandated vaccination for return to the workplace while another 20 per cent are unsure.

## **Managers have poorer mental health and are experiencing more mental strain than non-managers**

- Since January 2021, the mental health scores of managers have been lower than non-managers and lower than the overall Canadian average.
- In July 2021, the mental health score of managers is -10.9 compared to -9.3 for non-managers.
- Managers also have a greater increase in mental stress (56.2) than non-managers (53.2).

## **Relationships with work peers is important for resilience**

- 74% indicate that their relationship with work peers has remained the same compared to before the pandemic and this group has among the highest mental health scores (-6.0).

## **The mental health of Canadians improves modestly in July 2021 but remains below the pre-2020 benchmark**

- The Mental Health Index for July is 10-points below the pre-2020 benchmark.
- People without emergency savings continue to experience a lower score in mental health (-23.5) than the overall group (-10.1) and those with emergency savings (-5.0).
- Seven per cent of people have taken sick time from work due to their mental health in the last six months.
- For the fourteenth consecutive month, full-time post-secondary students have the lowest mental health score (-20.8).

- 16% report a worsened relationship with their work peers and this group has among lowest mental health scores (-23.7).
- Managers are three times more likely than non-managers to report an improved relationship with their work peers compared to before to the pandemic.

#### **Organizations that support personal wellbeing have people with better mental health**

- 63% report that the culture of their organization supports their personal wellbeing, and this group has among the highest mental health scores (-6.6).
- 13% of people do not believe that the culture of their organization supports their personal wellbeing, and this group has among the lowest mental health scores (-22.3).
- Women are 40 per cent more likely than men to report that the culture of their organization does not support their personal wellbeing.

#### **Better mental health associated with Canadians who have the option to work from home at least some of the time**

- 42% indicate that their job cannot be done from home and this group has among the lowest mental health scores (-11.5).
- Non-managers are more than 40 per cent more likely than managers to report that their job cannot be done from home.
- 34% indicate that their job can be done from home full-time, and this group has among the highest mental health scores (-7.2), followed by 24% who indicate that their job can be done from home part-time (-8.2).

**66%**

of Canadians  
say that working  
from home

has a positive impact  
on their mental health

**63%**

report that  
the culture of their  
organization

supports their  
personal wellbeing

**43%**

of people  
ages 20-39  
have missed

at least one day of work  
because of illness

**34%**

report that a  
lack of commuting  
time

is the most important reason  
to work from home

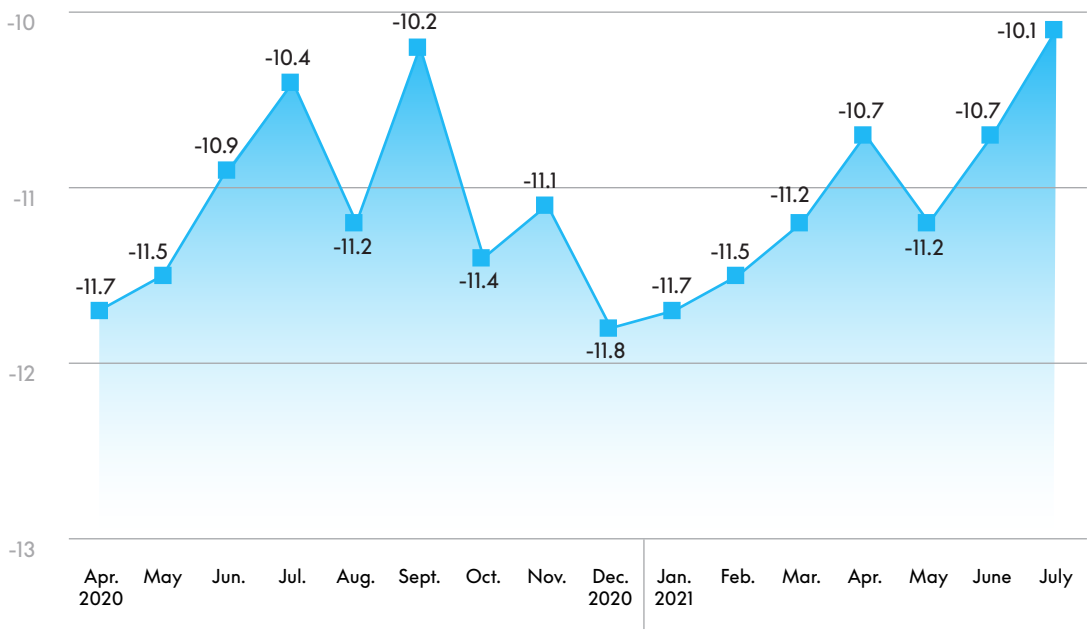
- 66% of those who have been working from home indicate that working from home has a positive impact on their mental health.
- More than 80 per cent of people who worked in a closed office, a dedicated open workspace or an undedicated open workspace before the pandemic say that their ideal work situation is to work from home part-time or full-time.

### **Commuting time and workplace conflict are key reasons for a preference to work from home**

- 34% indicate that the lack of commuting time is the most important reason why they want to work from home.
- Women are nearly twice as likely as men to want to work from home to avoid tension/conflict with co-workers.
- People who want to work from home to avoid tension/conflict with management have missed an average of six days of work in the last six months, followed by 4 days among people who want to work from home to avoid conflict with co-workers.
- People with undedicated open workspaces have poorer mental health (-16.2) than people who work from home (-9.2), those with a closed office (-6.8) and those who split their time between their home and the worksite (-6.5).

# The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark<sup>1</sup> of mental health and risk. **The overall Mental Health Index™ for July 2021 is -10.1 points.** A 10-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed four per cent of the benchmark population.



MHI Current Month  
July 2021

-10.1

June 2021

-10.7

<sup>1</sup> The benchmark reflects data collected in 2017, 2018 and 2019.

### Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of depression (-12.0), followed by isolation (-11.7), anxiety (-11.1), work productivity (-11.1), optimism (-9.4), and general psychological health (-2.6). The best sub-score, and the only measure above the benchmark is financial risk (3.6).

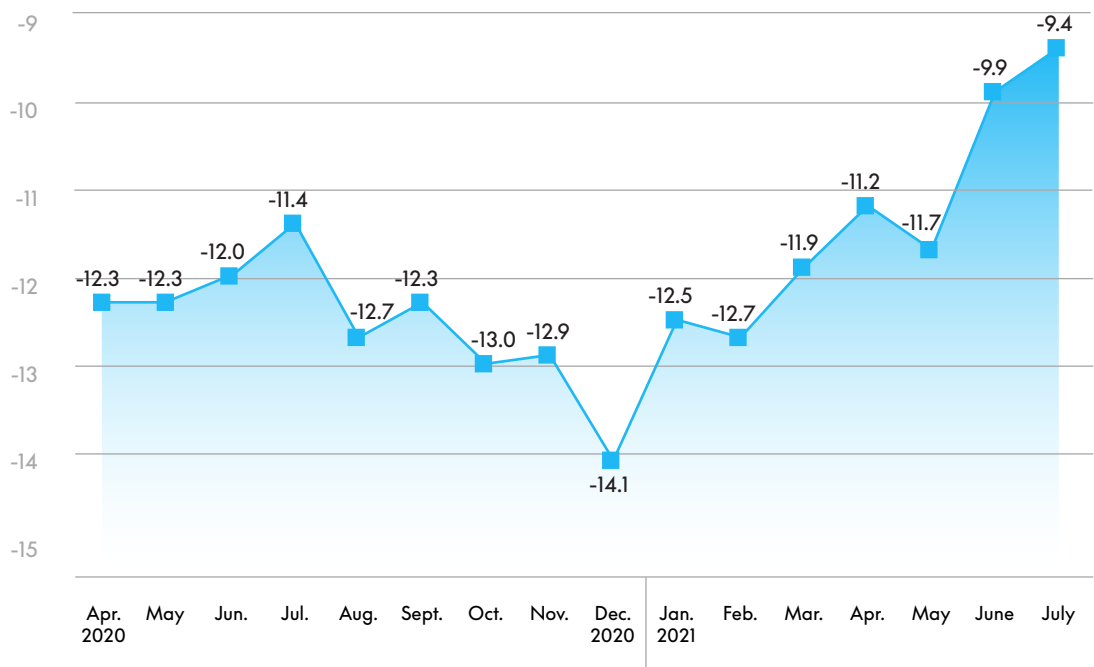
- All mental health sub-scores have improved compared to June 2021.
- The work productivity score has seen the most significant improvement (+1.5-points) from the prior month.
- The financial risk score continues to be the strongest of all sub-scores and remains above the pre-2020 benchmark.

Mental Health Index™ Sub-scores <sup>2</sup> 2021	July	June
Depression	-12.0	-12.7
Isolation	-11.7	-12.0
Anxiety	-11.1	-12.5
Work productivity	-11.1	-12.6
Optimism	-9.4	-9.9
Psychological health	-2.6	-3.0
Financial risk	3.6	3.5

2 The demographic breakdown of sub-scores is available upon request.

# Optimism

Since April 2020, optimism scores have remained significantly below the benchmark. Despite some months of modest improvement, including a peak in July 2020, there was a general decline to a low point in December 2020 (-14.1). Since December, the optimism score has improved, reaching a high of -9.4 in July 2021. While it remains more than 9-points below the pre-2020 benchmark, the optimism score improved 0.5 points over the previous month, suggesting that Canadians are responding to strong vaccination rates and a lifting of restrictions across the country.

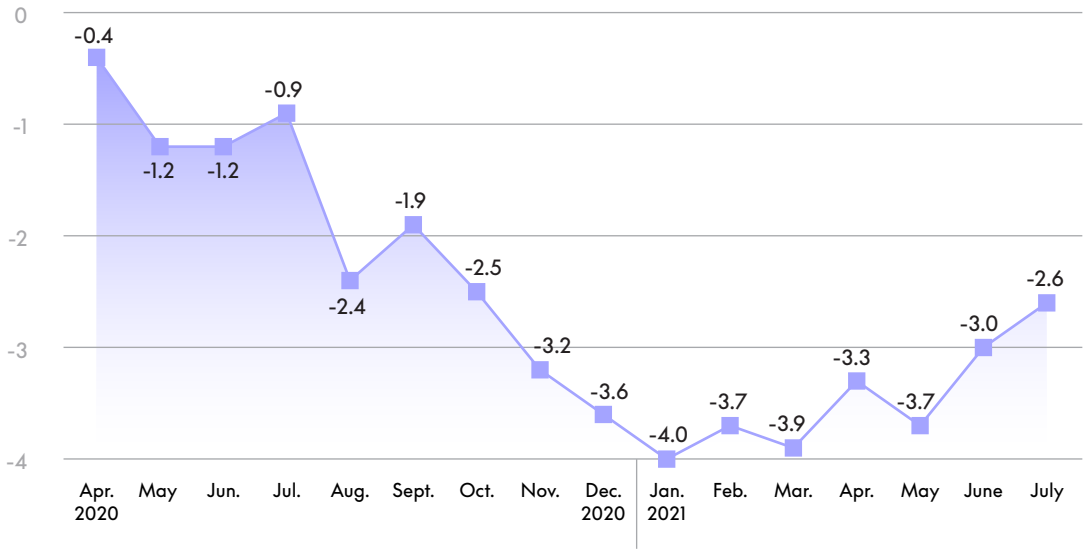




# General psychological health

The psychological health measure assesses individuals' self-perception of their overall level of psychological health.

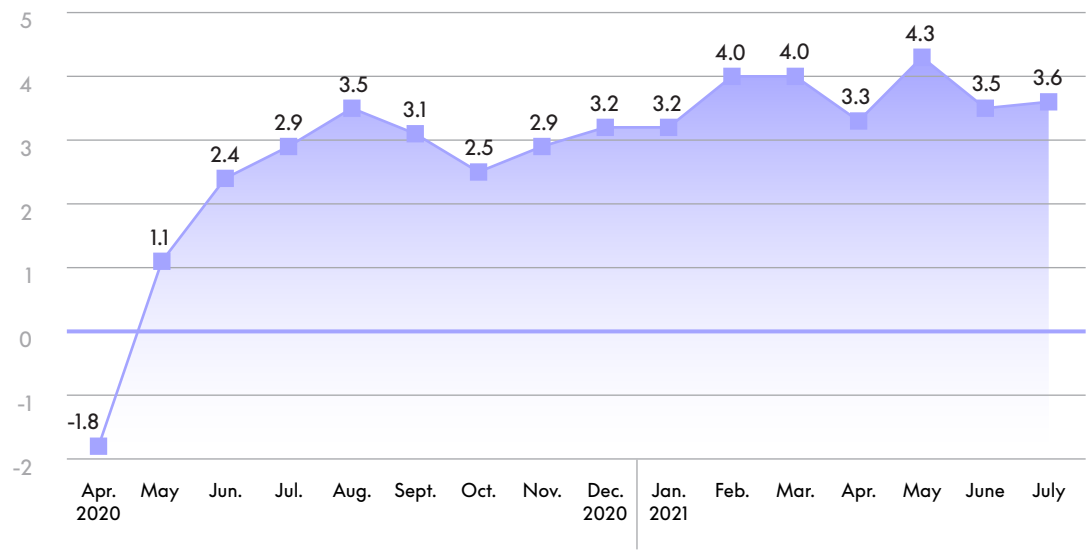
From the launch of the MHI in April 2020 to January 2021, the general psychological health of Canadians declined to a low of 4-points below the pre-2020 benchmark. Since January 2021, scores have fluctuated modestly, reaching -2.6 in July 2021, a 0.4-point improvement over the prior month.



# Financial risk

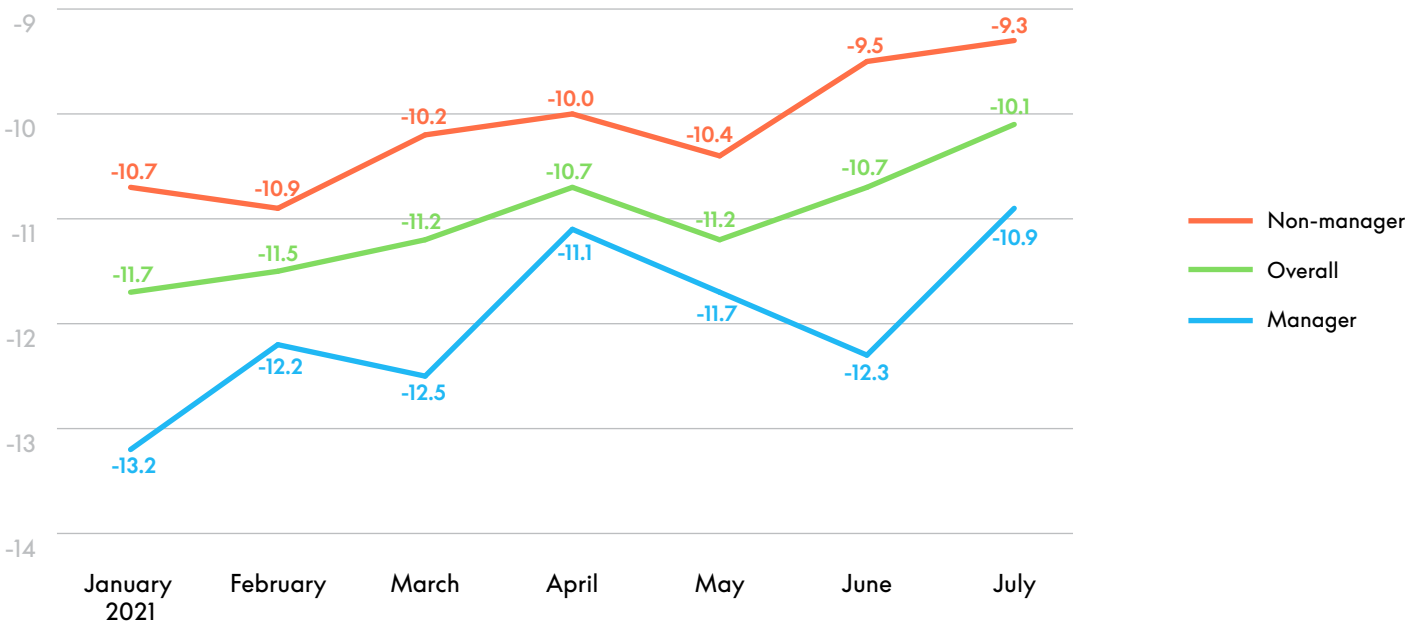
The financial risk score measures the level of individuals' emergency savings.

The financial risk score has shown general improvement since launch of the MHI in April 2020. In July 2021, the financial risk score of Canadians remains stable at 3.6 points above the pre-2020 benchmark and continues to be the strongest of all mental health sub-scales.



# Managers compared to non-managers

Since January 2021, the mental health scores of managers have been lower than non-managers and lower than the overall Canadian average. Non-managers have consistently higher mental health scores than the overall Canadian population albeit the difference is small. In July 2021, the mental health score of managers is -10.9 compared to -9.3 for non-managers.



## Demographics

- Since the start of the MHI, women have had a significantly lower mental health score than men. In July 2021, the mental health score of women is -11.8 compared to -8.4 for men.
- In each of the past fifteen months, mental health scores have improved with age.
- Differences in mental health scores between people with and without children have been seen since the launch of the Index in April 2020. More than one year later, this pattern continues with a lower score for those with at least one child (-12.0) compared to those without children (-9.2).

## Employment

- Overall, five per cent of respondents are unemployed<sup>3</sup> and thirteen per cent report reduced hours or reduced salary.
- Individuals reporting working fewer hours compared to the prior month have the lowest mental health score (-18.6), followed by those reporting reduced salary (-17.9), and those not currently employed (-14.5).
- Managers have a lower mental health score (-10.9) than non-managers (-9.3).
- Self-employed/sole proprietors have the highest mental health score (-6.5).
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (-13.2).

## Emergency savings

- People without emergency savings continue to experience a lower score in mental health (-23.5) than the overall group. Individuals with emergency savings have a mental health score of -5.0.

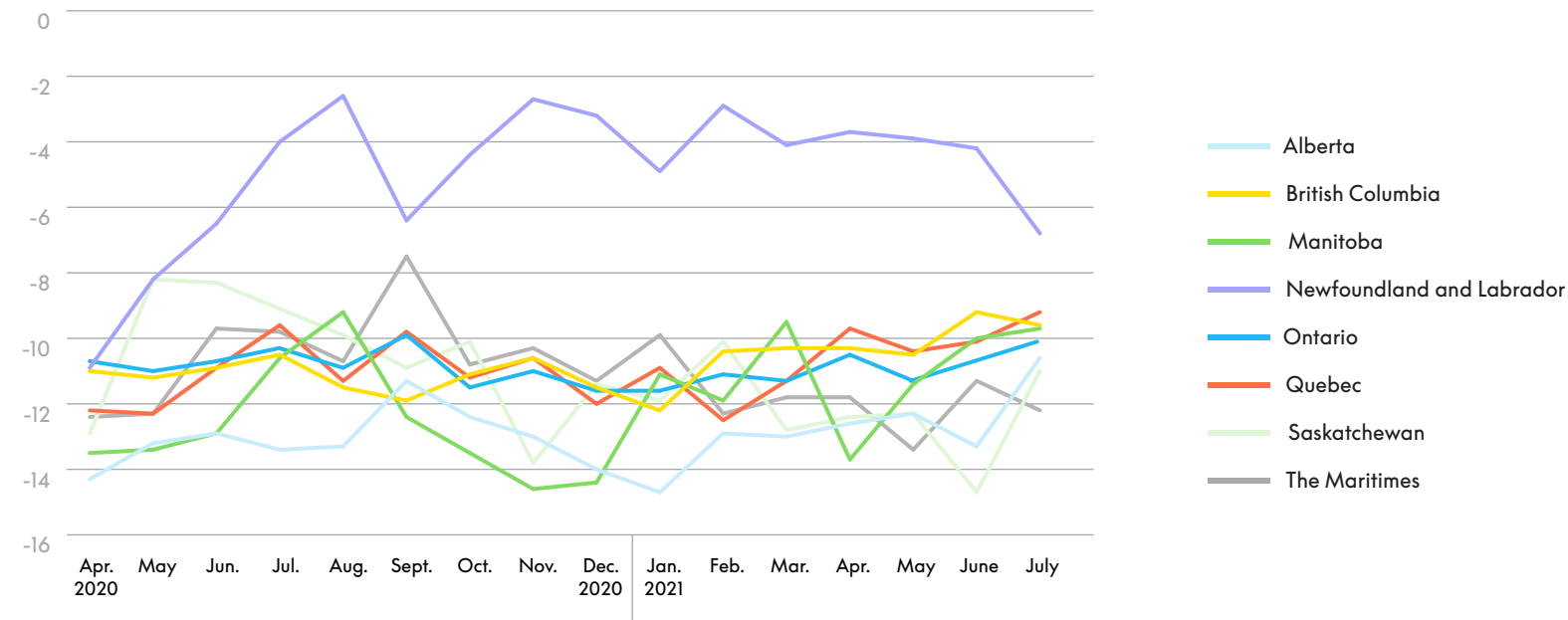
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3 MHI respondents who have been employed in the past six months are included in the poll.

# Mental Health Index™ (provincial)

Since April 2020, provincial mental health scores have fluctuated. Apart from Newfoundland and Labrador, the fluctuation patterns for the provinces are similar. With respect to scores, in July 2021, there is a significant difference between The Maritimes's score of -12.2 and Quebec's score of -9.2.

- The score for Newfoundland and Labrador is the most favourable of all provinces at -6.8, despite a 2.6-point decline from the prior month.
- The most improved provincial mental health score is in Saskatchewan (-11.0) with a 3.7-point improvement since last month.
- Alberta also reported a significant improvement, up 2.7-points from June for a score of -10.6 in July.



Employment status	July 2021	June 2021
Employed (no change in hours/salary)	-8.6	-8.9
Employed (fewer hours compared to last month)	-18.6	-18.2
Employed (reduced salary compared to last month)	-17.9	-21.1
Not currently employed	-14.5	-14.4
Age group	July 2021	June 2021
Age 20-29	-20.4	-20.0
Age 30-39	-15.5	-15.9
Age 40-49	-11.2	-12.2
Age 50-59	-7.0	-7.3
Age 60-69	-3.1	-3.2
Number of children	July 2021	June 2021
No children in household	-9.2	-9.7
1 child	-12.9	-12.8
2 children	-10.5	-12.7
3 children or more	-12.4	-15.0

Province	July 2021	June 2021
Alberta	-10.6	-13.3
British Columbia	-9.6	-9.2
Manitoba	-9.7	-10.1
Newfoundland and Labrador	-6.8	-4.2
The Maritimes	-12.2	-11.3
Quebec	-9.2	-10.1
Ontario	-10.1	-10.7
Saskatchewan	-11.0	-14.7
Gender	July 2021	June 2021
Men	-8.4	-9.2
Women	-11.8	-12.2
Household income	July 2021	June 2021
<\$30K/annum	-19.4	-18.0
\$30K to <\$60K/annum	-14.7	-14.8
\$60K to <\$100K	-10.9	-11.6
\$100K to <\$150K	-7.7	-8.2
\$150K or more	-1.0	-3.9

Employer size	July 2021	June 2021
Self-employed/sole proprietor	-6.5	-7.9
2-50 employees	-9.4	-10.3
51-100 employees	-12.8	-13.1
101-500 employees	-12.4	-12.4
501-1,000 employees	-13.2	-12.4
1,001-5,000 employees	-9.2	-10.8
5,001-10,000 employees	-8.4	-9.1
More than 10,000 employees	-8.5	-7.7
Manager	July 2021	June 2021
Manager	-10.9	-12.3
Non-manager	-9.3	-9.5

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

#### Available upon request:

Specific cross-correlational and custom analyses

# Mental Health Index™ (industry)

For the fourteenth consecutive month, full-time post-secondary students have the lowest mental health score (-20.8). This score continues to be significantly lower than the next lowest scores: individuals in Utilities (-16.1), and Information and Cultural Industries (-15.1).

Individuals employed in the Management of Companies and Enterprises (-5.3), Other services (except Public Administration) (-6.2), and Professional, Scientific and Technical Services (-7.5) have the highest mental health scores this month.

Individuals employed in Accommodation and Food Services, Manufacturing, and the Management of Companies and Enterprises have seen the greatest improvement in mental health since last month.

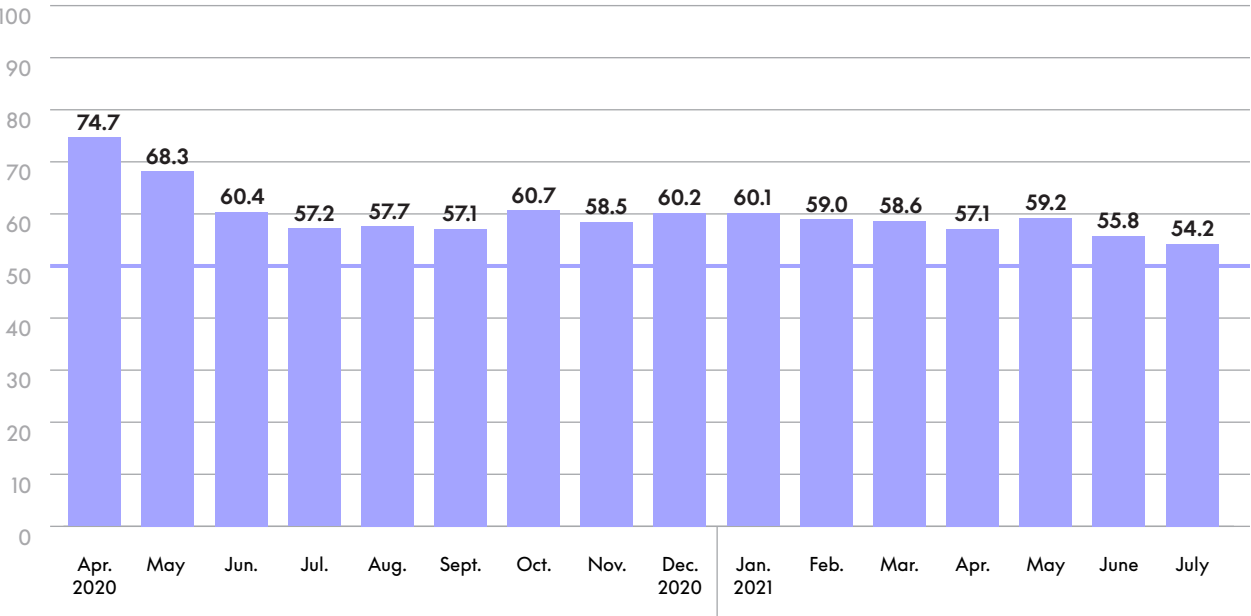
Changes from the prior month are shown in the table.

Industry	July 2021	June 2021	Change
Accommodation and Food Services	-11.1	-15.6	4.5
Manufacturing	-8.6	-11.9	3.4
Management of Companies and Enterprises	-5.3	-8.6	3.2
Other	-10.1	-12.3	2.2
Real Estate, Rental and Leasing	-8.0	-9.4	1.5
Arts, Entertainment and Recreation	-13.5	-15.0	1.4
Construction	-10.8	-12.2	1.3
Educational Services	-9.2	-10.4	1.1
Agriculture, Forestry, Fishing and Hunting	-9.7	-10.8	1.1
Wholesale Trade	-10.7	-11.2	0.5
Other services (except Public Administration)	-6.2	-6.7	0.5
Finance and Insurance	-10.9	-11.3	0.3
Health Care and Social Assistance	-10.5	-10.8	0.3
Professional, Scientific and Technical Services	-7.5	-7.5	0.0
Full-time student	-20.8	-20.6	-0.2
Transportation and Warehousing	-8.6	-8.1	-0.5
Information and Cultural Industries	-15.1	-14.5	-0.6
Public Administration	-8.3	-7.4	-0.8
Automotive Industry	-9.4	-8.1	-1.3
Mining and Oil and Gas Extraction	-10.5	-9.2	-1.3
Retail Trade	-13.1	-11	-2.2
Utilities	-16.1	-11.1	-4.9

# The Mental Stress Change score

The Mental Stress Change score (MStressChg) is a measure of the level of reported mental stress compared to the prior month. **The Mental Stress Change score for July 2021 is 54.2.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 18 per cent of the population is experiencing more mental stress compared to the prior month, with 9 per cent experiencing less. A continued increase in mental stress since April 2020 indicates a significant accumulation of strain in the Canadian population.



- ▲ More mental stress
- 50 = No change from prior month
- ▼ Less mental stress

**MStressChg Current Month—July 2021**  
**54.2**

**MStressChg June 2021**  
**55.8**



# Mental Stress Change (percentages)

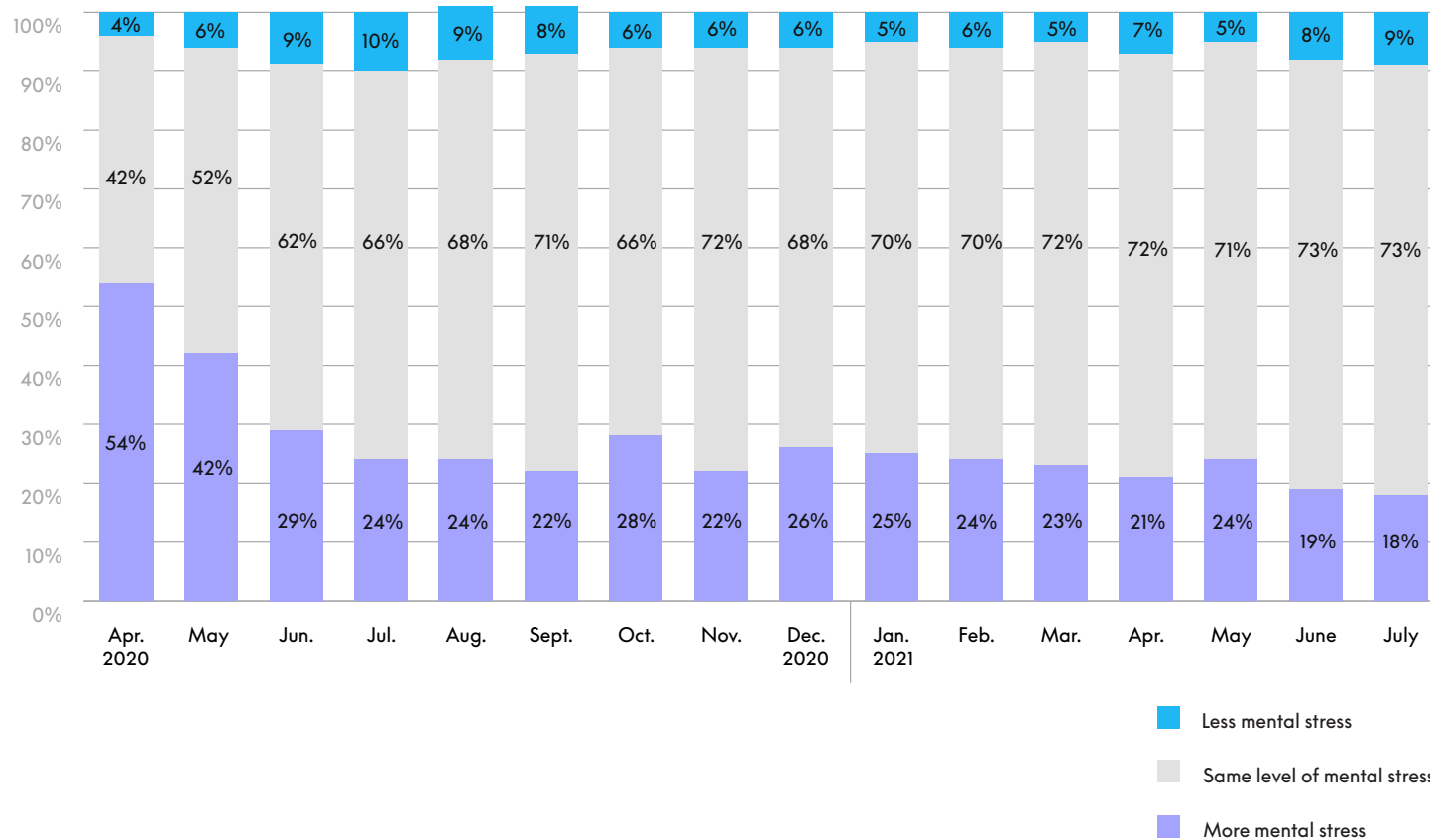
Mental Stress Change tracks stress changes each month.

The percentages of those experiencing more stress, the same level of stress, and less stress for each month of the survey are shown in the graph.

For more than one year, the percentage of those experiencing more mental stress than the previous month has steadily decreased; however, the data showing this decline is too insignificant to lower the overall Mental Stress Change score to below 50 (the level at which stress is lower than the previous month). As the proportion of individuals reporting the same level of stress or more stress than the previous month continues to outweigh the proportion reporting less mental stress, the population will continue to feel the effects of significantly increased stress and will not be able to reach a more sustainable and healthy level of stress.

In April 2020, 54 per cent of individuals reported an increase in mental stress. Those reporting increased month-over-month mental stress reduced to 18 per cent in July 2021, while 73 per cent of respondents report the same level of mental stress and 9 per cent report a decrease in mental stress.

**Mental Stress Change by month**



## Demographics

- Since the start of the MHI in April 2020, younger people are experiencing a greater increase in mental stress month over month, when compared to older respondents.
- Since April 2020, women have had larger increases in mental stress compared with men. In July 2021, the mental stress change score of women is 55.1 compared to 53.2 for men.

## Geography

- The greatest increase in month-over-month stress is for respondents living in The Maritimes (55.4), followed by Newfoundland and Labrador (55.2), and Ontario (54.9).
- Respondents living in provinces where the increase in mental stress was less, still had significant increases, including Quebec (53.8), followed by British Columbia (53.5), Alberta (53.2), Manitoba (51.6), and Saskatchewan (51.1).

## Employment

- The greatest increase in mental stress is seen in employed people with reduced salary (64.9), followed by employed people with reduced hours (61.9), employed people with no change to salary or hours (53.1), and unemployed people (51.3).
- Managers have a greater increase in mental stress (56.2) than non-managers (53.2).

Employment status	July 2021	June 2021
Employed (no change in hours/salary)	53.1	54.8
Employed (fewer hours compared to last month)	61.9	62.3
Employed (reduced salary compared to last month)	64.9	62.8
Not currently employed	51.3	54.8
Age group	July 2021	June 2021
Age 20-29	60.3	60.3
Age 30-39	57.0	59.2
Age 40-49	54.9	57.0
Age 50-59	53.0	54.0
Age 60-69	49.8	52.0
Number of children	July 2021	June 2021
No children in household	52.8	54.7
1 child	57.5	58.1
2 children	57.2	58.2
3 children or more	55.6	59.8

Province	July 2021	June 2021
Alberta	53.2	58.5
British Columbia	53.5	53.5
Manitoba	51.6	55.2
Newfoundland and Labrador	55.2	52.7
The Maritimes	55.4	56.2
Quebec	53.8	54.0
Ontario	54.9	56.6
Saskatchewan	51.1	59.1
Gender	July 2021	June 2021
Men	53.2	55.5
Women	55.1	56.1
Household income	July 2021	June 2021
<\$30K/annum	54.9	56.7
\$30K to <\$60K/annum	55.8	58.2
\$60K to <\$100K	54.6	56.6
\$100K to <\$150K	54.6	55.4
\$150K or more	50.6	52.3

Employer size	July 2021	June 2021
Self-employed/sole proprietor	56.1	54.8
2-50 employees	52.7	53.8
51-100 employees	55.4	58.6
101-500 employees	55.0	57.4
501-1,000 employees	58.2	56.3
1,001-5,000 employees	52.7	56.8
5,001-10,000 employees	54.6	57.4
More than 10,000 employees	52.9	54.1
Manager	July 2021	June 2021
Manager	56.2	59.6
Non-manager	53.2	53.8

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

#### Available upon request:

Specific cross-correlational and custom analyses

# The Mental Stress Change (industry)

In July 2021, individuals employed in the Automotive Industry report less mental stress than the prior month (48.8). A score of 50 means that the proportion of the population experiencing more stress is balanced by the proportion experiencing less stress. A score below 50 indicates that the group is experiencing less stress than the prior month.

Individuals working in Wholesale Trade have the most significant increase in mental stress (62.8), followed by individuals employed in Information and Cultural Industries (62.5), and those in Arts, Entertainment and Recreation (62.1).

Mental Stress changes from the last two months are shown in the table.

Industry	July 2021	June 2021
Automotive Industry	48.8	54.9
Manufacturing	50.0	55.5
Public Administration	50.6	52.9
Accommodation and Food Services	50.7	54.9
Mining and Oil and Gas Extraction	51.1	54.1
Other	51.4	54.9
Other services (except Public Administration)	52.0	52.9
Educational Services	52.0	55.9
Real Estate, Rental and Leasing	52.6	55.2
Transportation and Warehousing	52.8	54.8
Agriculture, Forestry, Fishing and Hunting	52.9	48.5
Professional, Scientific and Technical Services	54.6	54.4
Finance and Insurance	55.0	56.9
Health Care and Social Assistance	55.1	58.7
Retail Trade	56.9	56.1
Utilities	57.5	56.1
Management of Companies and Enterprises	57.6	51.4
Full-time student	58.3	59.6
Construction	58.5	58.7
Arts, Entertainment and Recreation	62.1	64.9
Information and Cultural Industries	62.5	52.1
Wholesale Trade	62.8	56.9

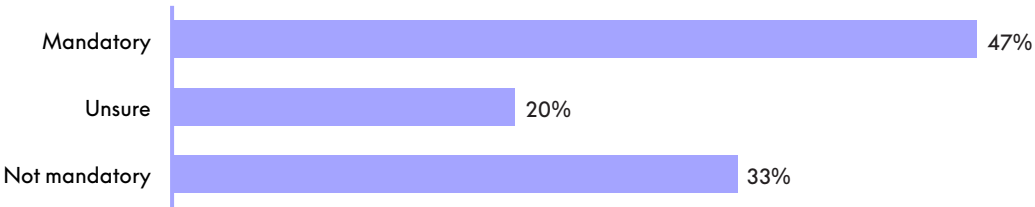
# Spotlight

## Vaccination for return to the workplace

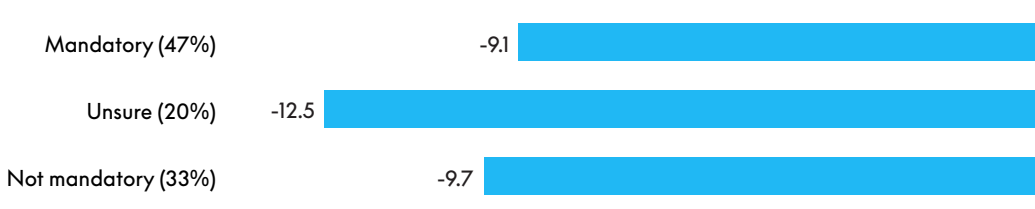
In July 2021, Canadians were asked whether they want their employer to mandate vaccination for return to the workplace.

- Nearly half (47 per cent) want mandated vaccination for return to the workplace and this group has the most favourable mental health score (-9.1).
- One-third (33 per cent) do not want to mandate vaccination for return to the workplace and a further 20 per cent are unsure.
- Managers are 20 per cent more likely than non-managers to want mandatory vaccination for return to the workplace.
- Employed people with no change to hours or salary are 30 per cent more likely to not want mandatory vaccination for return to the workplace than employed people with reduced salary.

### Vaccination for return to the workplace



### MHI score by vaccination for return to the workplace

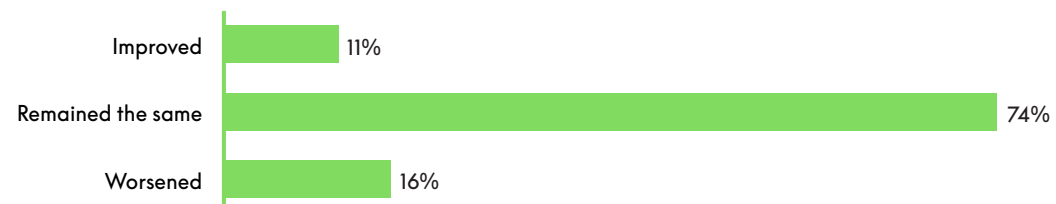


## Relationship with work peers

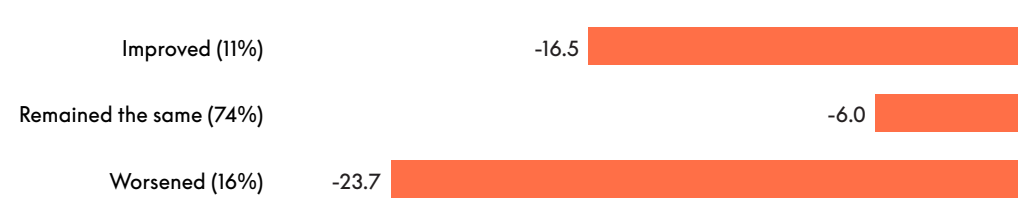
Respondents were asked about their relationship with work peers compared to before the COVID-19 pandemic.

- Nearly three-quarters (74 per cent) indicate that their relationship with work peers has remained the same compared to before the pandemic and this group has the most favourable mental health score (-6.0).
- Sixteen per cent report a worsened relationship with their work peers and this group has the least favourable mental health score (-23.7).
- Managers are three times more likely than non-managers to report an improved relationship with their work peers compared to before to the pandemic.
- Parents are two times more likely than non-parents to report an improved relationship with their work peers compared to before the pandemic.
- Employed people with reduced salary or fewer hours are nearly twice as likely to report worsened peer relationships at work than employed people with no change to hours or salary.

### Relationship with work peers compared to before the pandemic



### MHI score by relationship with work peers compared to before the pandemic

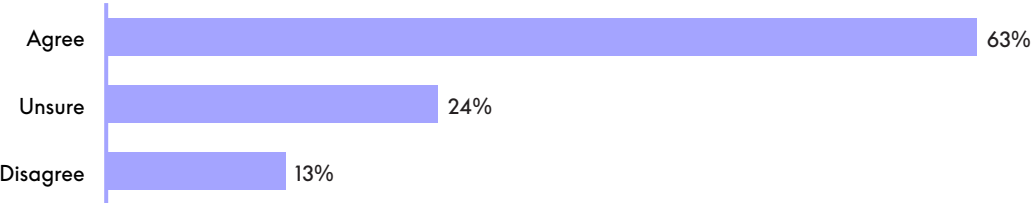


# Support for personal wellbeing

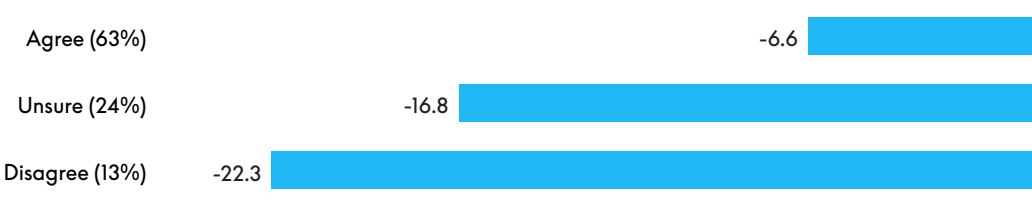
Respondents were asked whether the culture of their organization supports their personal wellbeing.

- Nearly two-thirds (63 per cent) report that the culture of their organization supports their personal wellbeing, and this group has the most favourable mental health score (-6.6).
- The lowest mental health score (-22.3) is seen among 13 per cent of respondents that do not believe that the culture of their organization supports their personal wellbeing.
- Women are 40 per cent more likely than men to report that the culture of their organization does not support their personal wellbeing.

## The culture of my organization supports my personal wellbeing



## MHI score by the culture of my organization supports my personal wellbeing



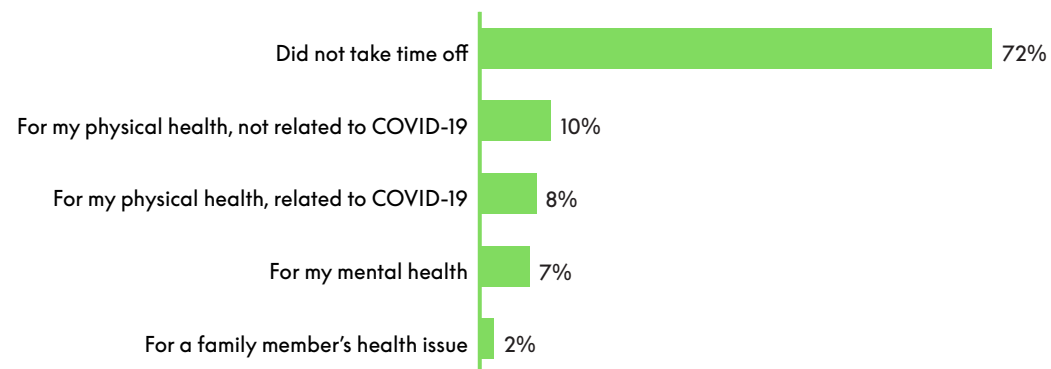
# Time off from work for illness

## Reasons for missed time from work

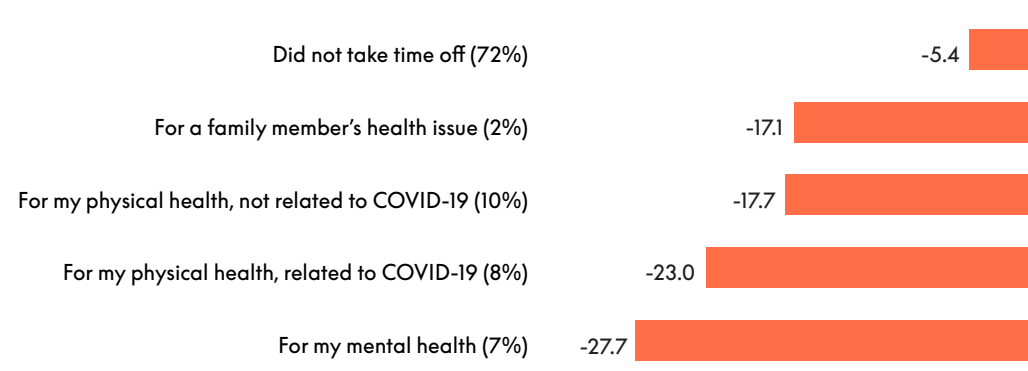
Respondents were asked whether they have taken time off from work because of illness in the past six months.

- Nearly three-quarters (72 per cent) have not taken time off from work in the past six months due to illness and this group has the most favourable mental health score (-5.4).
- Ten per cent report taking time off from work for their physical health, not related to COVID-19, followed by eight per cent that took time off from work for a COVID-19-related physical health issue.
- Seven per cent have taken time off from work due to their mental health in the last six months and this group has the least favourable mental health score (-27.7).
- Parents are nearly twice as likely as non-parents to have taken time off from work for a COVID-19-related physical health issue than non-parents.
- Respondents under 40 years are more than twice as likely to report taking time off for a COVID-19-related physical health issue than those over 40.

## Reasons for taking time off from work due to illness in the last six months



## MHI score by reasons for taking time off from work due to illness in the last six months

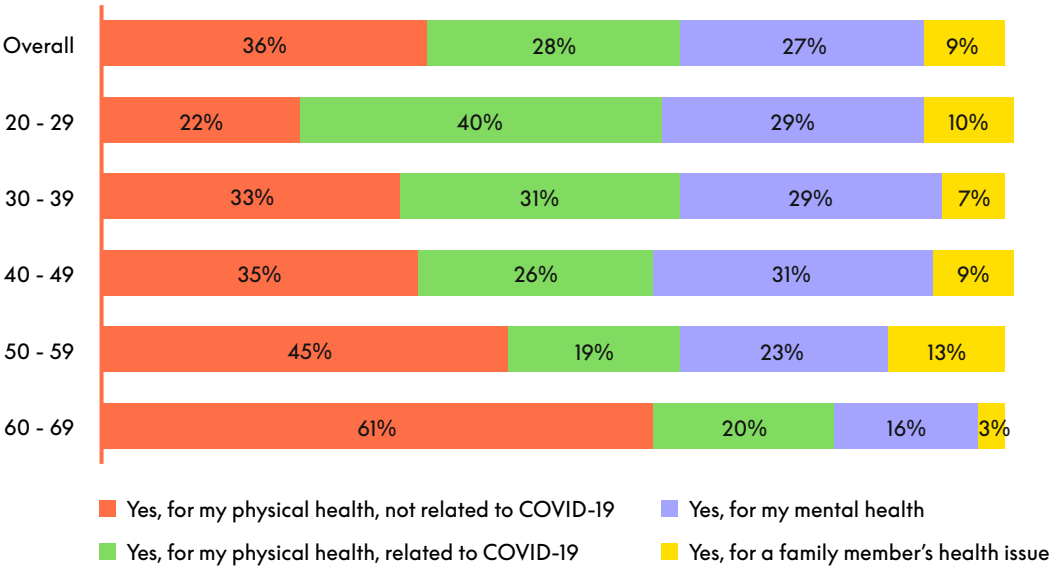




Among those who took time off from work due to illness during the last six months, 27 per cent of people missed work because of their mental health.

- Twenty-two per cent of people aged 20-29 missed work time because of their physical health, not related to COVID-19, compared to 61 per cent of people aged 60-69.
- Forty-per cent of people aged 20 -29 missed work because of their physical health related to COVID-19 compared to 22 per cent of people older than 40.

Reasons individuals missed at least one day of work by age group

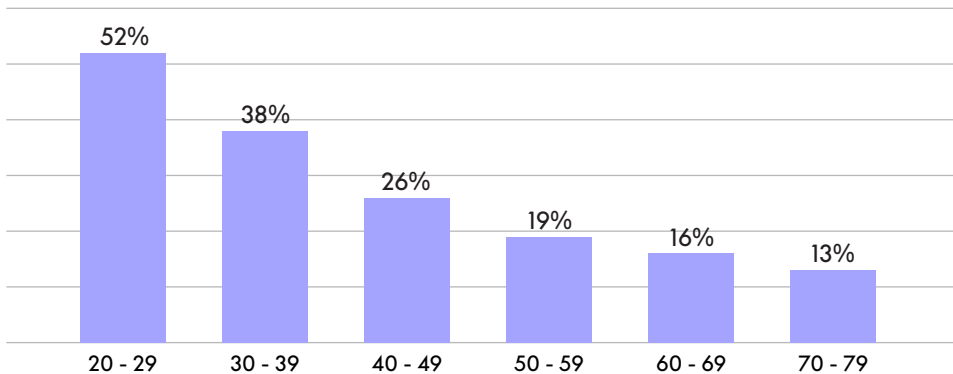


# Number of days missed from work

Respondents who have taken time off from work due to illness in the past six months were asked how many workdays were missed.

The percentage of people who have missed at least one day from work due to illness decreases with age. Fifty-two per cent of respondents between 20-29 years of age report missing at least one day of work due to illness compared to 19 per cent among those 50-59 years of age.

At least one missed day during the last six months due to illness by age



# Work location

## Work from home option

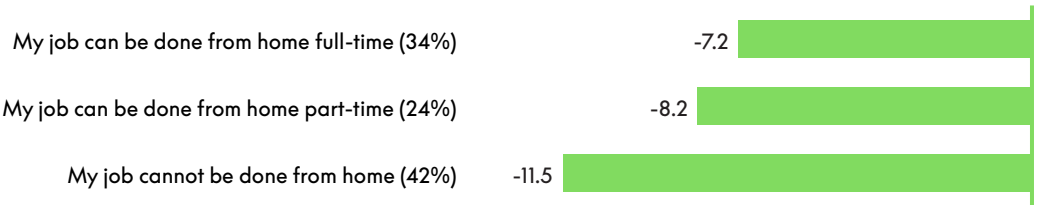
Respondents were asked whether their job function is one that could be done from home.

- Forty-two per cent report that their job cannot be done from home and this group has the least favourable mental health score (-11.5).
- More than one-third (34 per cent) indicate that their job can be done from home full-time, and this group has the most favourable mental health score (-7.2), followed by 24 per cent who report that their job can be done from home part-time (-8.2).
- Non-managers are more than 40 per cent more likely than managers to report that their job cannot be done from home.

## Work location



## MHI score by work location

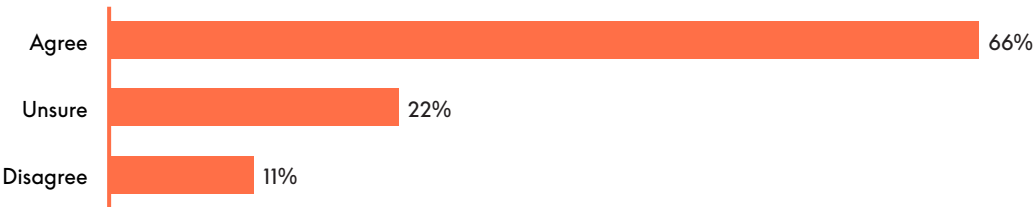


# Impact of work from home on mental health

Respondents who report that their job can be done from home either full-time or part-time were asked whether working from home has a positive impact on their mental health.

- Nearly two-thirds (66 per cent) indicate that working from home has a positive impact on their mental health, and this group has the most favourable mental health score (-9.7).
- Eleven per cent report that working from home does not have a positive impact on their mental health, and this group reports the least favourable mental health score (-11.3).

## Working from home has a positive impact on my mental health



## MHI score by working from home has a positive impact on my mental health



## Ideal work situation

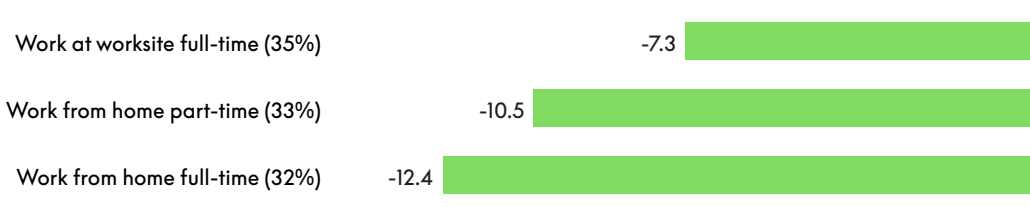
Respondents were asked what their ideal work situation would be.

- Nearly equal amounts of people want to work at the worksite full-time, part-time, or work from home full-time.
- Thirty-five per cent of women would prefer to work from home full-time compared to 30 per cent of men.
- Thirty-eight per cent of men would prefer to work from the worksite full-time compared to 32 per cent of women.
- A nearly equal proportion of women (33 per cent) and men (32 per cent) would like to work from home part-time.
- People without children are 35 per cent more likely than parents to indicate that full-time at the worksite would be their ideal work situation.

## Ideal work situation



## MHI score by ideal work situation



## Ideal work situation by gender

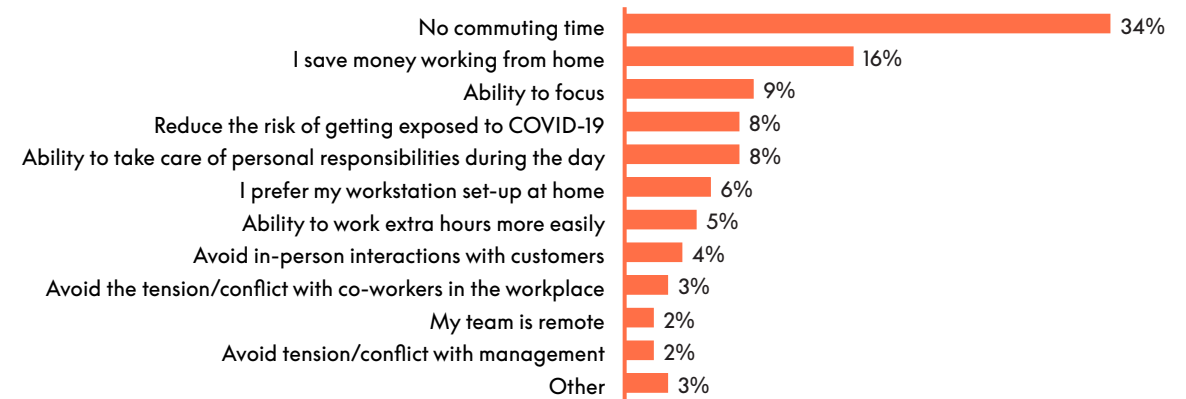


## Reasons for wanting to work from home

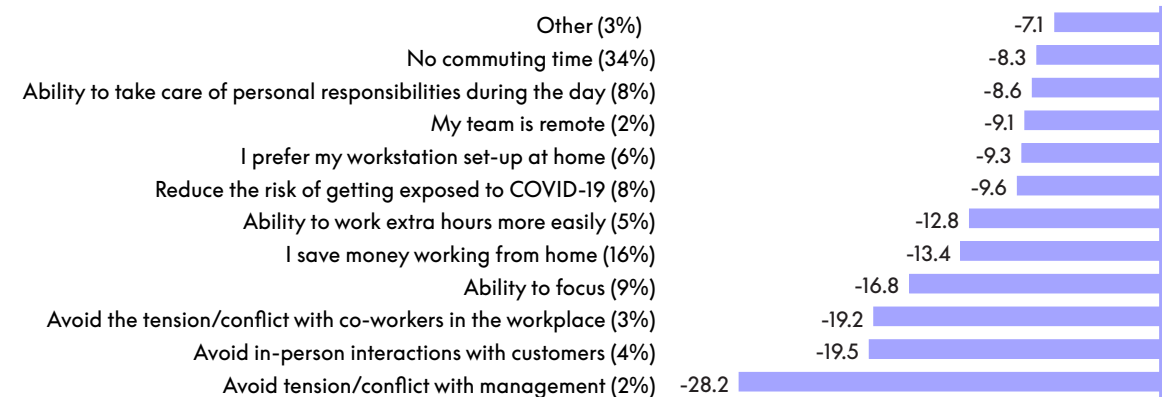
Respondents who indicate that their ideal work situation would be to work from home some or all the time were asked for the most important reason why they want to work from home.

- More than one-third (34 per cent) indicate that the lack of commuting time is the most important reason why they want to work from home.
- While only 2 per cent report avoiding tension/conflict with management as the most important reason why they want to work from home, this group has the least favourable mental health score (-28.2) by a significant difference.

### Most important reason for wanting to work from home



### MHI score by most important reason for wanting to work from home



- People who want to work from home to avoid tension/conflict with management have missed the greatest number of days during the past six months, an average of six days of work, followed by people who want to work from home to avoid conflict with co-workers (4 days), and those who prefer to work from home because of the ability to focus (4 days).
- Women are nearly twice as likely as men to want to work from home to avoid tension/conflict with co-workers.
- People working in the industry sector, Management of Companies and Enterprises, are at least twice as likely as other industry groups to report management or co-worker conflict as the most important reason for wanting to work from home.

#### Top three most days missed by the most important reason people want to work from home

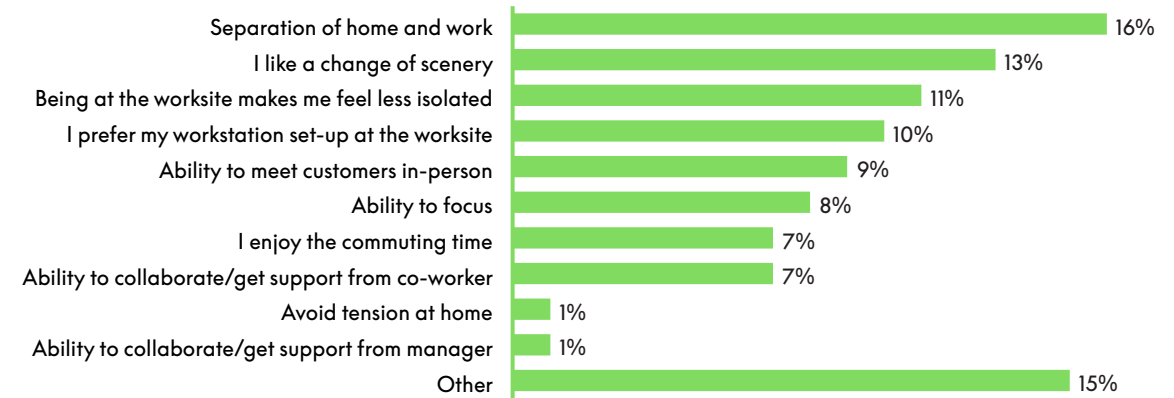


## Reasons for wanting to work from worksite

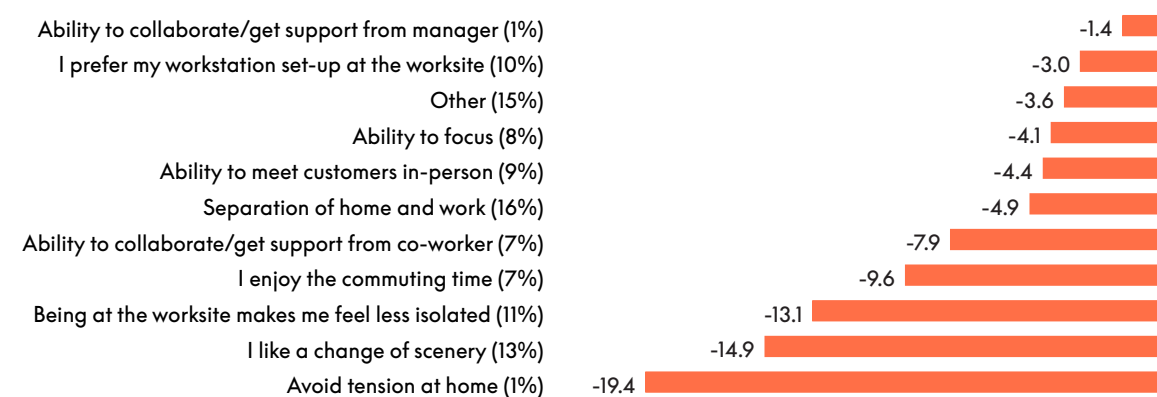
Respondents who indicate that their ideal work situation would be working at the worksite some or all the time were asked the most important reason why they want to work from the worksite.

- Sixteen per cent report that separation of home and work is the most important reason why they want to work from the worksite some or all the time.
- Only one per cent report a desire to return to the worksite to collaborate with/get support from their manager. Seven per cent indicate that a reason to return to the worksite is the ability to collaborate with /get support from co-workers.
- Non-managers are 50 per cent more likely than managers to indicate that separation of home and work is the most important reason for wanting to work from the worksite at least some of the time.

## Most important reason for working from worksite



## MHI score by most important reason for working from worksite



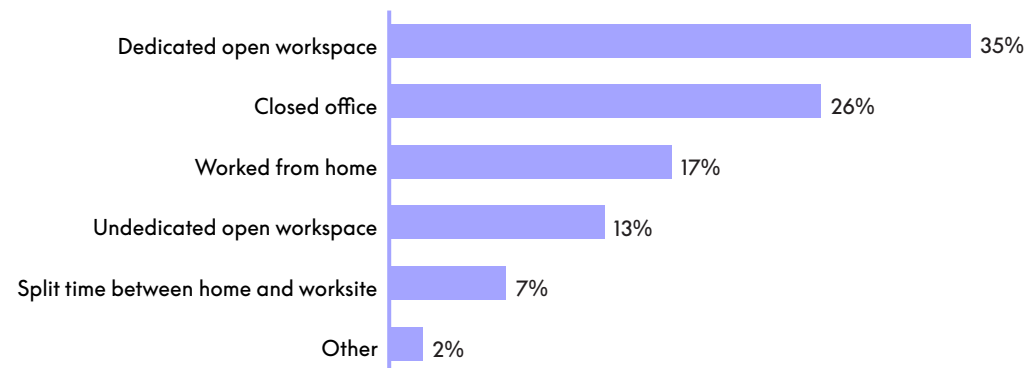


## Pre-pandemic workspace

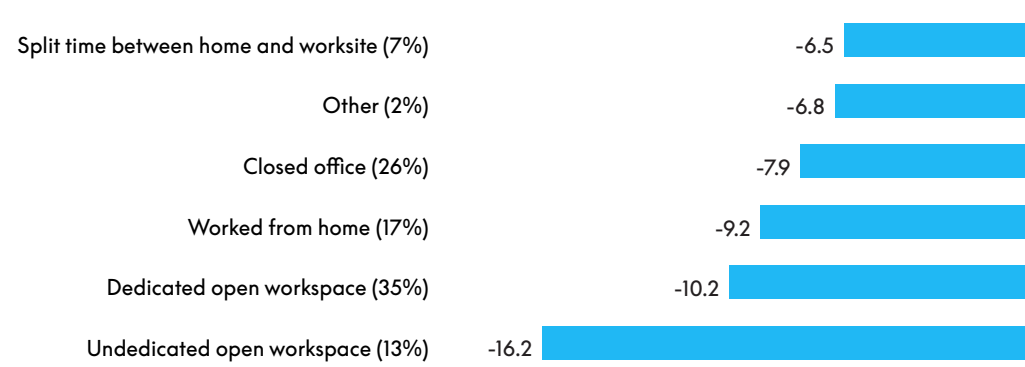
Respondents who indicate that their job function is one that can be done from home some or all the time were asked about the type of workspace they had prior to the pandemic.

- More than one-third (35 per cent) had a dedicated open workspace (e.g., cubicle) prior to the pandemic, followed by 26 per cent who had a closed office.
- Seven per cent split time between their home and worksite pre-pandemic and this group has the most favourable mental health score (-6.5).
- Thirteen per cent had an undedicated open workspace pre-pandemic and this group has the least favourable mental health score (-16.2).

## Pre-pandemic workspace

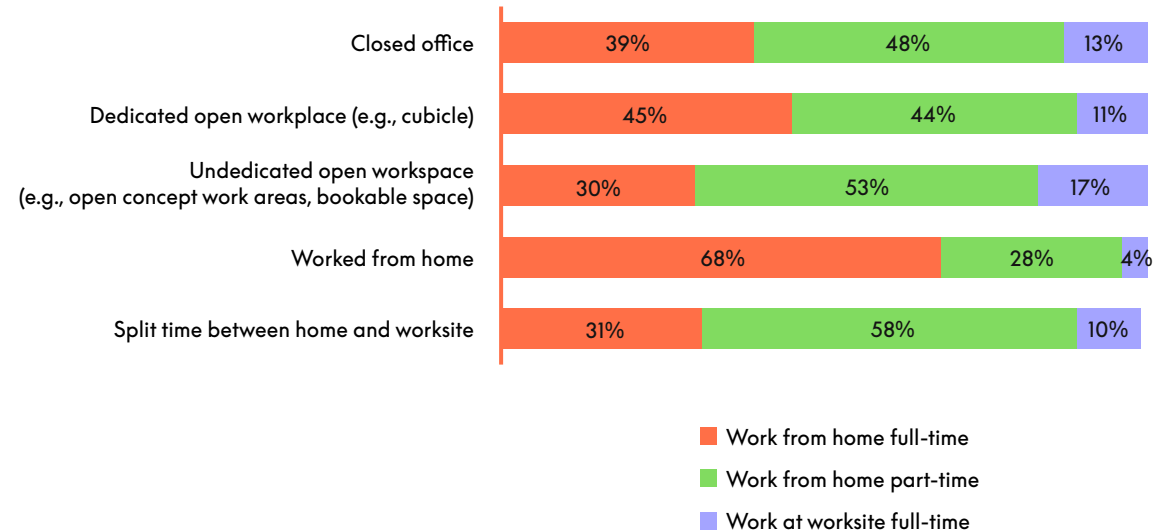


## MHI score by pre-pandemic workspace



- Managers are 80 per cent more likely than non-managers to report having a closed office prior to the pandemic.
- More than 80 per cent of people who worked in a closed office, a dedicated open workspace or an undedicated open workspace before the pandemic say that their ideal work situation is to work from home part-time or full-time.
- More than two-thirds (68 per cent) of people who worked from home prior to the pandemic want to continue to work from home and another 28 per cent want to work from home part-time.
- Among the seven per cent of people who split their time between home and the worksite before the pandemic, 58 per cent want to continue to split their time, 31 per cent want to work from home full-time and 10 per cent want to go to the worksite full-time.

### Ideal work situation by pre-pandemic workspace



# Overview of the Mental Health Index by LifeWorks™

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index™ provides a measure of the current mental health status of employed adults in each geography compared to benchmarks collected in 2017, 2018 and 2019. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

## The Mental Health Index™ report has three parts:

1. The overall Mental Health Index™ (MHI), which is a measure of change compared to the benchmark of mental health and risk.
2. A Mental Stress Change (MStressChg) score, which measures the level of reported mental stress compared to the prior month.
3. A spotlight section that reflects the specific impact of current issues in the community.

## Methodology

Data for this report is collected through an online survey of 3,000 Canadians who are living in Canada and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in Canada. The same respondents take part each month to remove a sampling bias.

Respondents are asked to consider the prior two weeks when answering each question. The Mental Health Index™ is published monthly starting in April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between June 30 to July 12, 2021.

## Calculations

To create the Mental Health Index™, the first step leverages a response scoring system turning individual responses to each question into a point value. Higher point values are associated with better mental health and less mental health risk. Everyone's scores are added and then divided by a total number of possible points to get a score out of 100. The raw score is the mathematical mean of the individual scores.

To demonstrate change, the current month's scores are then compared to the benchmark and the prior month. The benchmark comprises data from 2017, 2018 and 2019. This was a period of relative social stability and steady economic growth. **The change compared to the benchmark is the Mental Health Index™. A score of zero in the Mental Health Index™ reflects no change, positive scores reflect improvement, and negative scores reflect decline.**

A Mental Stress Change score is also reported given that increasing and prolonged mental stress is a potential contributor to changes in mental health. It is reported separately and is not part of the calculation of the Mental Health Index™. The Mental Stress Change score is (percentage reporting less mental stress + percentage reporting the same level of mental stress \* 0.5) \* -1 + 100. The score reflects a comparison of the current to the prior month. **A Mental Stress Change score of 50 reflects no change in mental stress from the prior month. Scores above 50 reflect an increase in mental stress and scores below 50 reflect a decrease in mental stress.** The range is from zero to 100. A succession of scores over 50, month over month, reflects high risk.

## Additional data and analyses

Demographic breakdown of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request. Contact [MHI@lifeworks.com](mailto:MHI@lifeworks.com)



## About LifeWorks

LifeWorks is a world leader in providing digital and in-person solutions that support the total wellbeing of individuals. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business.

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