The Mental Health Index by LifeWorks™

Special report on Diversity, Equity, Inclusion, and Belonging

Canada | November 2022



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What you need to know for November 2022

- 1. The mental health of working Canadians declined for the second consecutive month.
- At 64.3, the mental health of Canadians declined more than half a point from the prior month.
- 33% of Canadians have a high mental health risk, 43% have a moderate mental health risk, and 24% have a low mental health risk.
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for seven consecutive months.
- All mental health sub-scores, apart from optimism, have declined or remain unchanged from October 2022.
- Mental health scores declined in all provinces apart from Saskatchewan and the Maritimes.
- 2. Canadians overwhelmingly feel their organizations value diversity, yet the employee experience differs across groups.
- 74% report their organization values diversity, 19% are unsure, and 7% disagree.
- Canadians with disabilities are twice as likely to say their organization does not value diversity.

- 20% are unsure or cannot be themselves at work and their mental health is 16 points below the national benchmark.
- Visible minorities, Canadians with disabilities, and respondents identifying as LGBTQ2+ are more likely to say they cannot be themselves at work.
- Canadians with disabilities and women are more likely to not feel cared about at work.
- Canadians with disabilities, respondents identifying as LGBTQ2+, and individuals identifying as underweight are more likely to experience negative comments from their manager and co-workers.
- 3. Fewer than half of Canadians believe promotions in their organization are merit-based.
- 47% believe promotions are merit-based, 31% are unsure, and 22% disagree.
- Canadians with disabilities and women are more likely to believe that promotions in their organization are not merit-based.
- Canadians with disabilities and respondents identifying as LGBTQ2+ are more likely to report their ideas are not valued at work.

74%

believe their organization cares about diversity and inclusion.

Individuals reporting their organization cares about diversity and inclusion have higher mental health scores.

53%

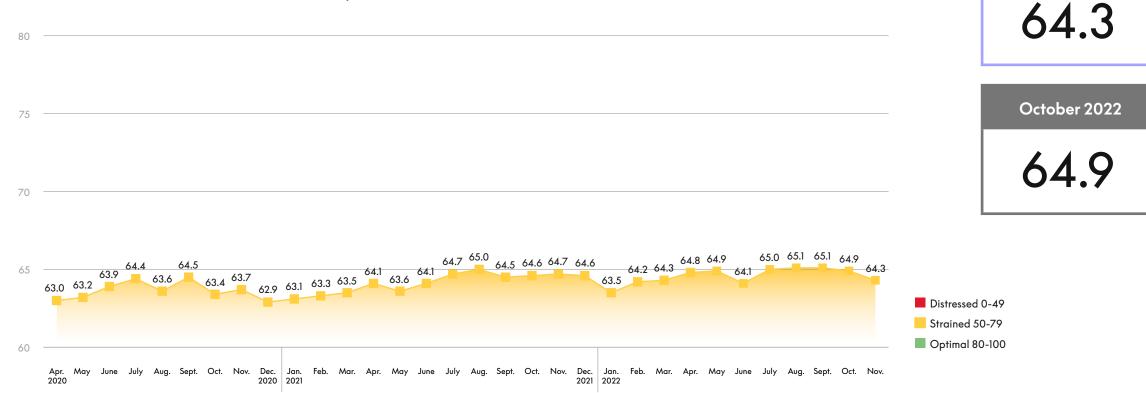
believe, or are unsure, that promotions are not merit-based.

Individuals identifying as underweight report more negative experiences in the workplace than individuals identifying as overweight or neither under nor overweight.

- 4. One in five Canadians have been treated differently by a healthcare provider because of their gender, race, ethnicity, or weight, impacting their willingness to seek care.
- 23% are unsure or have been treated differently by a healthcare professional because of their gender; 41% of this group report it impacts their willingness to get care.
- 22% are unsure or have been treated differently by a healthcare professional because of their race; 35% of this group report it impacts their willingness to get care.
- 22% are unsure or have been treated differently by a healthcare professional because of their weight; 45% of this group report it impacts their willingness to get care.
- 21% are unsure or have been treated differently by a healthcare professional because of their ethnicity; 44% of this group report it impacts their willingness to get care.

The Mental Health Index™

The overall Mental Health Index for November 2022 is 64.3 points¹, a decline for the second consecutive month.



Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence the reference relative to that benchmark is no longer relevant.

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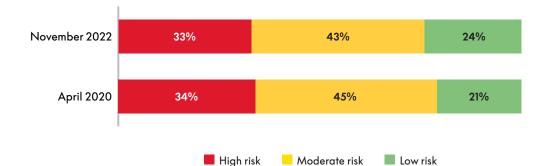
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MHI Current Month November 2022

Mental health risk

In November 2022, 33 per cent of Canadians have a high mental health risk, 43 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk. Approximately 30 per cent of people in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of people in the low-risk group report diagnosed anxiety or depression.

In contrast, in April 2020, at the launch of the Index and near the onset of the COVID-19 pandemic, 34 per cent of Canadians had a high mental health risk, 45 per cent had a moderate mental health risk, and 21 per cent had a low mental health risk.



Mental Health Index[™] sub-scores

For the seventh consecutive month, the lowest Mental Health Index[™] sub-score is for the risk measure of anxiety (57.7). Isolation (59.5), work productivity (62.1), depression (62.2), optimism (66.4), and financial risk (69.1) follow. General psychological health (72.1) continues to be the most favourable mental health measure in November 2022.

- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for seven consecutive months.
- All mental health sub-scores, apart from optimism, have declined or remain unchanged from October 2022.
- The isolation sub-score had the most significant decline from the prior month.

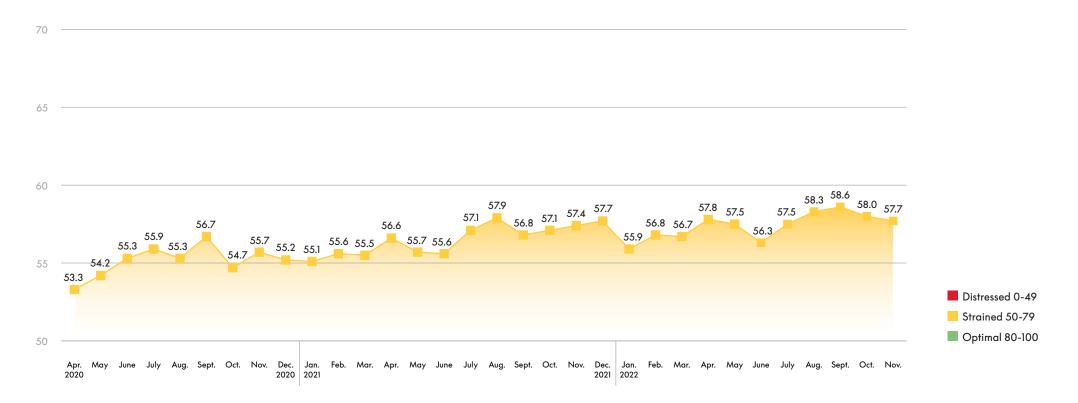
Mental Health Index [™] Sub-scores ²	November 2022	October 2022
Anxiety	57.7	58.0
Isolation	59.5	60.9
Work productivity	62.1	62.1
Depression	62.2	62.9
Optimism	66.4	66.3
Financial risk	69.1	70.2
Psychological health	72.1	72.1

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

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Anxiety

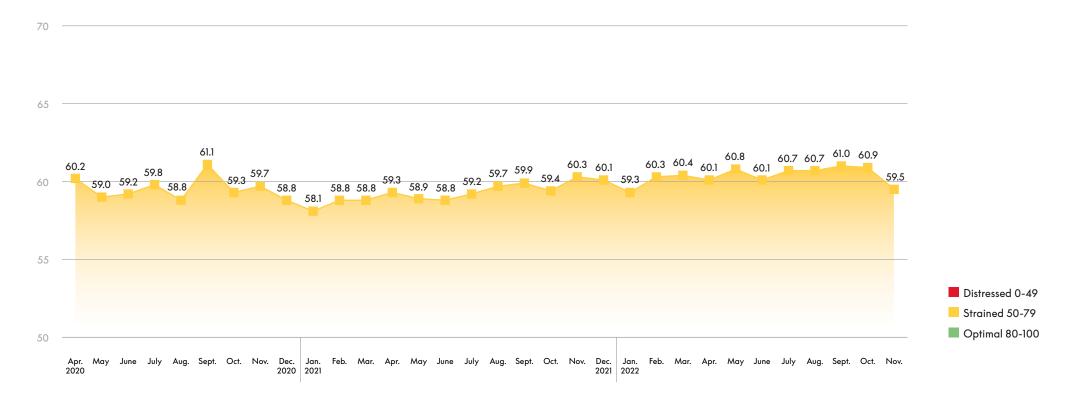
The anxiety score has fluctuated since the launch of the Index in April 2020. After reaching its high in September 2022, the anxiety score continues to decline and remains the lowest mental health sub-score for the seventh consecutive month.



Isolation

With only one notable increase in September 2020, the isolation sub-score has made incremental improvements.

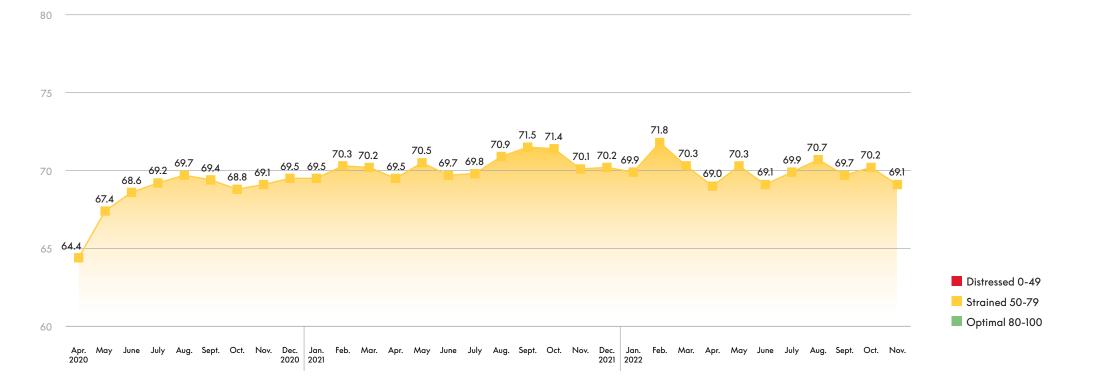
In November 2022, the isolation score declines significantly, falling 1.4 points to 59.5.



Financial risk

The financial risk sub-score measures the level of an individual's emergency savings.

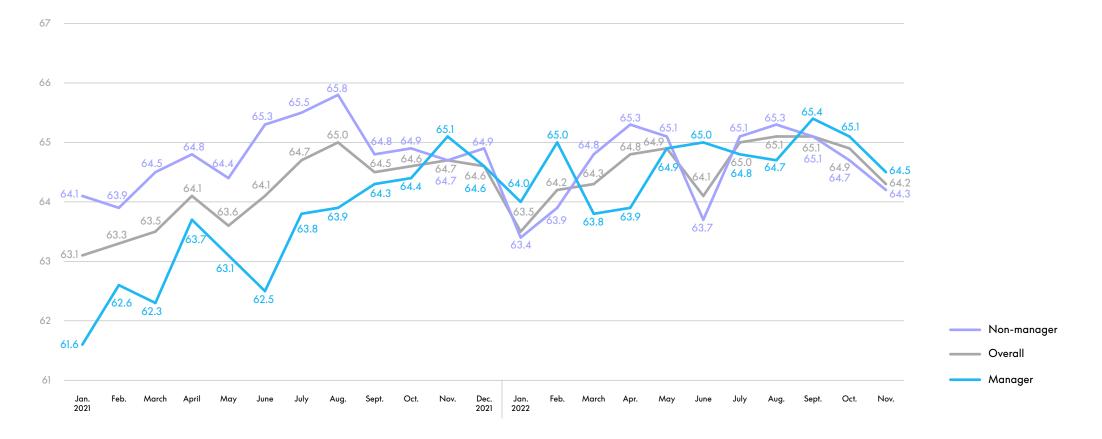
The financial risk sub-score has shown general improvement since the launch of the MHI in April 2020. In February 2022, the financial risk sub-score of Canadians reached a high of 71.8. A one-point decline is observed from October to November 2022, falling to a level not seen in five months.



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Managers compared to non-managers

From January to October 2021, the mental health scores of managers were lower than non-managers and lower than the Canadian average. In November, this trend reversed with managers reporting a slightly higher average mental health score compared to non-managers. From March through May 2022, the mental health score of managers was lower than that of non-managers; however, this trend reversed in June. Since July 2022, managers and non-managers have reported similar mental health scores. In November 2022, managers have a slightly higher mental health score (64.5) than non-managers (64.2) and the national average (64.3).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In November 2022, the mental health score of women is 62.1 compared to 66.6 for men.
- Since April 2020, mental health scores have improved with age.
- Differences in mental health scores between individuals with and without children have been reported since the launch of the Index in April 2020. More than two years later, this pattern continues with a lower score for individuals with at least one child (61.3) than individuals without children (65.6).

Employment

- Overall, four per cent of respondents are unemployed³
 and seven per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (49.3), followed by individuals working fewer hours (54.5), individuals not currently employed (59.1), and individuals with no change to salary or hours (65.4).
- Managers have a slightly higher mental health score (64.5) than non-managers (64.2).
- Self-employed individuals have the highest mental health score (67.5).
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (61.7).

Emergency savings

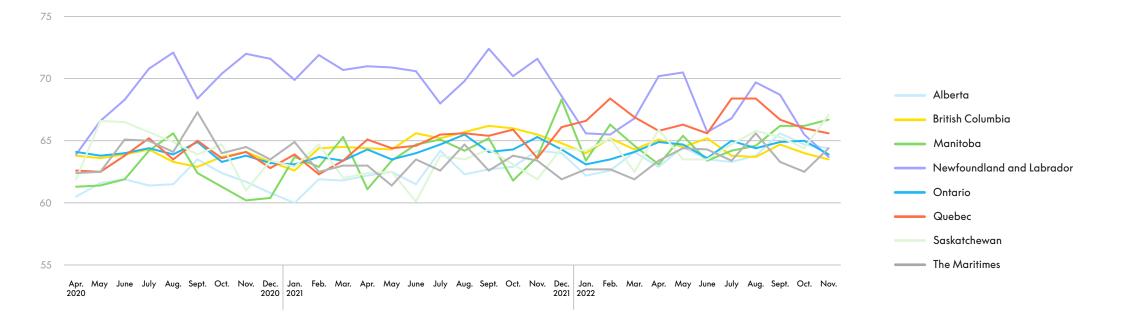
Individuals without emergency savings continue to experience
a lower mental health score (42.4) than the overall group (64.3).
Individuals with emergency savings have a mental health
score of 74.1.

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 were similar through July 2021. In November 2022, Saskatchewan and the Maritimes have improvements in mental health while all other provinces have declines in mental health.

- The mental health score in British Columbia is lowest (63.5), with a half-point decline from the prior month.
- For the second consecutive month sharp declines are observed in Newfoundland and Labrador; the mental health score fell 1.8 points to 63.7 in November 2022.
- With a 2.7-point increase, Saskatchewan has the most significant improvement in mental health and has the highest mental health score (67.1).



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Employment status	Nov. 2022	Oct. 2022
Employed (no change in hours/salary)	65.4	65.7
Employed (fewer hours compared to last month)	54.5	53.8
Employed (reduced salary compared to last month)	49.3	54.1
Not currently employed	59.1	64.4
Age group	Nov. 2022	Oct. 2022
Age 20-29	53.9	53.6
Age 30-39	57.9	59.3
Age 40-49	62.6	62.5
Age 50-59	65.5	66.1
Age 60-69	71.5	71.7
Number of children	Nov. 2022	Oct. 2022
No children in household	65.6	65.8
1 child	61.4	61.9
2 children	61.3	64.6
3 children or more	60.9	59.6

Province	Nov. 2022	Oct. 2022
Alberta	64.4	64.7
British Columbia	63.5	64.0
Manitoba	66.7	67.4
Newfoundland and Labrador	63.7	65.5
The Maritimes	64.4	62.5
Quebec	65.6	66.0
Ontario	63.9	65.0
Saskatchewan	67.1	64.4
Gender	Nov. 2022	Oct. 2022
Gender Men	Nov. 2022 66.6	Oct. 2022 66.9
Men	66.6	66.9
Men Women	66.6 62.1	66.9 62.8
Men Women Household income	66.6 62.1 Nov. 2022	66.9 62.8 Oct. 2022
Men Women Household income <\$30K/annum	66.6 62.1 Nov. 2022 54.5	66.9 62.8 Oct. 2022 54.5
Men Women Household income <\$30K/annum \$30K to <\$60K/annum	66.6 62.1 Nov. 2022 54.5 60.5	66.9 62.8 Oct. 2022 54.5 63.0

Employer size	Nov. 2022	Oct. 2022
Self-employed/sole proprietor	67.5	66.7
2-50 employees	64.6	65.5
51-100 employees	63.4	62.7
101-500 employees	63.9	64.0
501-1,000 employees	61.7	65.1
1,001-5,000 employees	64.1	65.8
5,001-10,000 employees	64.7	64.7
More than 10,000 employees	65.1	64.2
Manager	Nov. 2022	Oct. 2022
Manager	64.5	65.1
Non-manager	64.2	64.7

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

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

Mental Health Index™ (industry)

Employees working in Wholesale Trade have the lowest mental health score (60.5) in November 2022, followed by individuals employed in Accommodation and Food Services (61.5), and Construction (62.0).

Respondents employed in Management of Companies and Enterprises (70.6), Transportation and Warehousing (69.7), and Mining and Oil and Gas Extraction (68.9) have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	November 2022	October 2022	Change
Mining and Oil and Gas Extraction	68.9	65.9	3.1
Agriculture, Forestry, Fishing and Hunting	64.9	62.0	2.9
Utilities	66.3	64.5	1.8
Transportation and Warehousing	69.7	68.2	1.5
Educational Services	65.0	63.9	1.1
Public Administration	67.0	66.2	0.9
Finance and Insurance	63.9	63.2	0.7
Information and Cultural Industries	63.4	63.1	0.3
Arts, Entertainment and Recreation	62.1	61.9	0.2
Manufacturing	66.1	66.4	-0.3
Real Estate, Rental and Leasing	64.4	64.7	-0.3
Other	62.5	62.9	-0.4
Accommodation and Food Services	61.5	62.2	-0.7
Retail Trade	63.7	64.6	-1.0
Health Care and Social Assistance	62.4	63.8	-1.3
Professional, Scientific and Technical Services	67.5	69.5	-2.0
Management of Companies and Enterprises	70.6	72.9	-2.3
Other services (except Public Administration)	66.0	68.8	-2.8
Automotive Industry	62.9	65.9	-2.9
Construction	62.0	65.2	-3.2
Wholesale Trade	60.5	64.6	-4.1

Spotlight

Workplace experience related to mental health and diversity

Canadians were asked whether their organization values diversity.

- Nearly three-quarters (74 per cent) report their organization values diversity and this group has the most favourable mental health score (67.4).
- Fewer than 10 per cent (7 per cent) do not feel their organization values diversity. This group has the least favourable mental health score (50.4), nearly 14 points below the national average (64.3).

The experience of diverse groups:

• Canadians with disabilities are nearly two times more likely than individuals without disabilities to report their organization does not value diversity.

My organization values diversity



MHI score by My organization values diversity



Canadians were asked whether they can be themselves at work.

- Four in five (80 per cent) can be themselves at work and this group has the most favourable mental health score (68.3).
- One in five (20 per cent) disagree, or are unsure, they can be themselves at work. The mental health of these groups are at least 16 points below the national average (64.3).

The experience of diverse groups:

- Canadians with disabilities are more than twice as like as individuals without disabilities to indicate that they cannot be themselves at work.
- Respondents identifying as LGBTQ2+ and visible minorities are 50 per cent more likely to indicate that they cannot be themselves at work.

I can be myself at work



MHI score by I can be myself at work



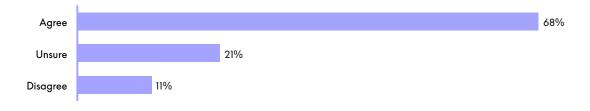
Canadians were asked whether their ideas are valued at work.

- More than two-thirds (68 per cent) report their ideas are valued at work and this group has the most favourable mental health score (69.6).
- More than one in ten (11 per cent) do not feel their ideas are valued at work. This group has the least favourable mental health score (48.2), 16 points below the national average (64.3).

The experience of diverse groups:

- Canadians with disabilities are more than twice as likely than individuals without disabilities to report their ideas are not valued at work.
- Respondents identifying as LGBTQ2+ are nearly 50 per cent more likely than individuals not identifying as LGBTQ2+ to report their ideas are not valued at work.

My ideas are valued at work



MHI score by My ideas are valued at work



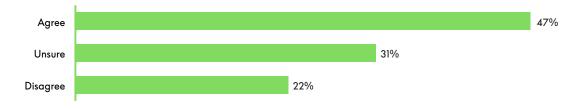
Canadians were asked whether promotions in their organization are merit-based.

- Nearly half (47 per cent) believe promotions in their organization are merit-based and this group has the most favourable mental health score (68.3).
- More than one in five (22 per cent) do not believe promotions in their organization are merit-based. This group has the least favourable mental health score (58.2), more than six points below the national average (64.3).

The experience of diverse groups:

- Canadians with disabilities are nearly 50 per cent more likely than individuals without disabilities to believe that promotions in their organization are not merit-based.
- Women are 25 per cent more likely than men to believe that promotions in their organization are not merit-based.

Promotions in my organization are merit-based



MHI score by Promotions in my organization are merit-based



Canadians were asked whether they often experience negative comments from their manager.

- Nearly three-quarters (74 per cent) do not experience negative comments from their manager and this group has the most favourable mental health score (68.4).
- Fifteen per cent often experience negative comments from their manager. The mental health score of this group is least favourable (51.8), more than 12 points below the national average (64.3).

The experience of diverse groups:

- Canadians with disabilities and individuals identifying as LGBTQ2+ are nearly twice as likely to experience negative comments from their manager.
- Respondents identifying as underweight are more than twice as likely than respondents identifying as overweight to experience negative comments from their manager.

I often experience negative comments from my manager



MHI score by I often experience negative comments from my manager



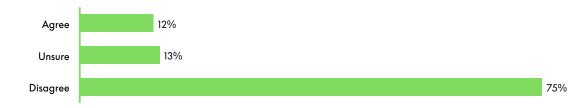
Canadians were asked whether they often experience negative comments from their co-workers.

- Three-quarters (75 per cent) do not experience negative comments from their co-workers and this group has the most favourable mental health score (68.3).
- More than one in ten (12 per cent) often experience negative comments from their co-workers. The mental health score of this group is least favourable (51.7), more than 12 points below the national average (64.3).

The experience of diverse groups:

- Canadians with disabilities are twice as likely as individuals without disabilities to often experience negative comments from their co-workers.
- Respondents identifying as LGBTQ2+ are 75 per cent more likely than individuals not identifying as LGBTQ2+ to often experience negative comments from their co-workers.
- Respondents identifying as underweight are more than twice as likely as individuals identifying as overweight to experience negative comments from their co-workers.

I often experience negative comments from my co-workers



MHI score by I often experience negative comments from my co-workers



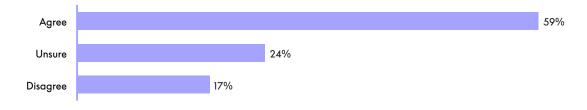
Canadians were asked whether they feel cared about at work.

- Nearly three in five (59 per cent) feel cared about at work and this group has the most favourable mental health score (70.4).
- Nearly one in five (17 per cent) do not feel cared about at work. This group has the least favourable mental health score (51.0), more than 13 points below the national average (64.3).

The experience of diverse groups:

- Canadians with disabilities are 70 per cent more likely than individuals without disabilities to not feel cared about at work.
- Women are nearly 20 per cent more likely than men to not feel cared about at work.

I feel cared about at work



MHI score by I feel cared about at work



Diversity, Equity, and Inclusion in healthcare

Canadians were asked whether they have been treated differently by a healthcare professional because of their race.

- More than three-quarters (79 per cent) have not been treated differently by a healthcare professional because of their race, and this group has the most favourable mental health score (67.2).
- More than one in five (22 per cent) are unsure or have been treated differently by a healthcare professional because of their race. These groups have mental health scores more than 10 points below the national average (64.3).

The experience of diverse groups:

- Individuals identifying as racialized are more than three times more likely than individuals identifying as white to report they have been treated differently by a healthcare professional because of their race.
- Individuals identifying as LGBTQ2+ are more than twice as likely as individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their race.
- Canadians with disabilities are 40 per cent more likely than individuals without disabilities to report they have been treated differently by a healthcare professional because of their race.

I have been treated differently by a healthcare professional because of my race



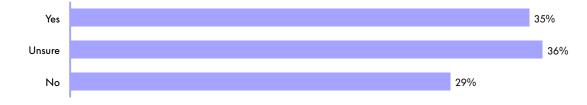
MHI score by I have been treated differently by a healthcare professional because of my race



- Visible minorities are more than twice as likely as individuals not identifying as visible minorities to report they have been treated differently by a healthcare professional because of their race.
- Individuals identifying as underweight three times more likely than individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their race.
- There is a minor difference across genders reporting they have been treated differently by a healthcare professional because of their race.

More than one-third (35 per cent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their race. The mental health score of this group (49.1) is more than 15 points below the national average.

Does treatment because of your race impact your willingness to get care?



MHI score by Does treatment because of your race impact your willingness to get care



Canadians were asked whether they have been treated differently by a healthcare professional because of their ethnicity.

- Nearly eight in ten (79 per cent) have not been treated differently by a healthcare professional because of their ethnicity, and this group has the most favourable mental health score (67.3).
- More than one in five (21 per cent) are unsure or have been treated differently by a healthcare professional because of their ethnicity. These groups have mental health scores more than 10 points below the national average (64.3).

The experience of diverse groups:

- Individuals identifying as racialized are more than three times more likely than individuals identifying as white to report they have been treated differently by a healthcare professional because of their ethnicity.
- Individuals identifying as LGBTQ2+ are more than twice as likely than individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their ethnicity.
- Canadians with disabilities are nearly twice as likely as individuals without disabilities to report they have been treated differently by a healthcare professional because of their ethnicity.

I have been treated differently by a healthcare professional because of my ethnicity



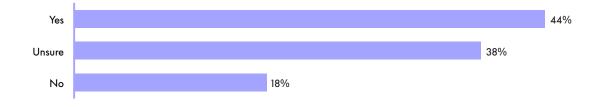
MHI score by I have been treated differently by a healthcare professional because of my ethnicity



- Visible minorities are more than twice as likely as individuals not identifying as visible minorities to report they have been treated differently by a healthcare professional because of their ethnicity.
- Individuals identifying as underweight are more than four times more likely than individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their ethnicity.
- There is a minor difference across genders for those reporting they have been treated differently by a healthcare professional because of their ethnicity.

More than two in five (44 per cent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their ethnicity. The mental health score of this group (48.4) is nearly 16 points below the national average.

Does treatment because of your ethnicity impact your willingness to get care?



MHI score by Does treatment because of your ethnicity impact your willingness to get care



Canadians were asked whether they have been treated differently by a healthcare professional because of their gender.

- More than three-quarters (77 per cent) have not been treated differently by a healthcare professional because of their gender, and this group has the most favourable mental health score (67.7).
- Nearly one-quarter (23 per cent) are unsure or have been treated differently by a healthcare professional because of their gender. These groups have mental health scores more than 10 points below the national average (64.3).
- Women are 50 per cent more likely than men to report being treated differently by a healthcare professional because of their gender.

The experience of diverse groups:

- Individuals identifying as LGBTQ2+ are two and a half times more likely than individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their gender.
- Canadians with disabilities are twice as likely as individuals without disabilities to report they have been treated differently by a healthcare professional because of their gender.

I have been treated differently by a healthcare professional because of my gender



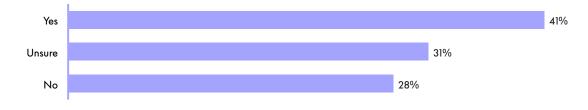
MHI score by I have been treated differently by a healthcare professional because of my gender



 Individuals identifying as underweight are nearly three times more likely than individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their gender.

More than two in five (41 per cent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their gender. The mental health score of this group (44.7) is nearly 20 points below the national average.

Does treatment because of your gender impact your willingness to get care?



MHI score by Does treatment because of your gender impact your willingness to get care



Canadians were asked whether they have been treated differently by a healthcare professional because of their weight.

- Nearly eight in ten (78 per cent) have not been treated differently by a healthcare professional because of their weight, and this group has the most favourable mental health score (67.7).
- More than one in five (22 per cent) are unsure or have been treated differently by a healthcare professional because of their weight. These groups have mental health scores more than 11 points below the national average (64.3).

The experience of diverse groups:

- Individuals identifying as LGBTQ2+ are two and a half times more likely than individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their weight.
- Canadians with disabilities are twice as likely as individuals without disabilities to report they have been treated differently by a healthcare professional because of their weight.
- Individuals identifying as underweight are nearly twice as likely as individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their weight.
- There is a minor difference across genders for those reporting they have been treated differently by a healthcare professional because of their weight.

I have been treated differently by a healthcare professional because of my weight

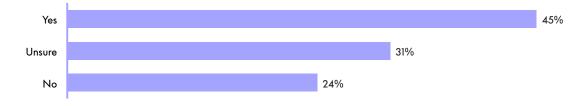


MHI score by I have been treated differently by a healthcare professional because of my weight



Nearly half (45 per cent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their weight. The mental health score of this group (46.7) is nearly 18 points below the national average.

Does treatment because of your weight impact your willingness to get care?



MHI score by Does treatment because of your weight impact your willingness to get care



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. 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 two parts:

- 1. The overall Mental Health Index[™] (MHI).
- 2. 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 people who live 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. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between November 11 and November 18, 2022.

Calculations

Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks[™], scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence, the reference relative to that benchmark is no longer relevant.

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 Strained 50-79 Optimal 80 - 100

Additional data and analyses

Demographic breakdowns of sub-scores, and specific crosscorrelational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request. Contact MHI@lifeworks.com



LifeWorks is a wholly owned subsidiary of TELUS now operating as part of TELUS Health as a result of its recent acquisition.

About TELUS Health

TELUS Health is a global healthcare company serving people in more than 160 countries delivering both digital innovation and clinical services to improve total physical, mental and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals and their families.

For more information, please visit: www.telushealth.com.

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