

The Mental Health Index by LifeWorks™

Canada | October 2022

 **TELUS** Health

LifeWorks



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What you need to know for October 2022

1. The mental health of working Canadians declined in October 2022.

- At 64.9, the mental health of Canadians declined modestly from the prior month.
- 32% of Canadians have a high mental health risk, 45% have a moderate mental health risk, and 24% have a low mental health risk.
- All mental health sub-scores, apart from financial risk, have declined from September to October.
- Anxiety, isolation, and work productivity have been the lowest mental health scores for six consecutive months.
- Mental health scores declined in all provinces apart from Manitoba and Ontario.

2. Benefits and services offered for health and wellbeing is the principal factor, aside from compensation, when choosing an employer.

- 34% report that benefits and services offered for health and wellbeing is the most important factor.
- 28% report that flexibility is the most important factor.
- 18% report that the type of work is most important.
- 14% report that the reputation for positive workplace culture is the most important factor.

3. Managers are more likely to say that having flexibility at work encourages them to put in more effort.

- 41% say that more pay would encourage them to put in more effort at work.
- 12% say that more meaningful work would encourage a greater effort at work.
- 10% say that more flexibility would encourage more effort at work.
- Parents are 70% more likely to say that flexibility would encourage them to put in more effort at work and are 50% more likely to indicate that flexibility is the most important factor when choosing an employer.

4. Canadians who care about their work and try to exceed expectations have higher mental health scores.

- 83% care about their work and the mental health of this group is higher than the Canadian average. Conversely, those who do not care about their work have a mental health score more than eight points below the national average.
- 75% often try to exceed expectations at work and the mental health of this group is higher than the Canadian average. Conversely, those who do not try to exceed expectations at work have a mental health score lower than the national average.

34%

say benefits and services offered for health and wellbeing is the most important factor when choosing an employer

28%

say flexibility is the most important factor when choosing an employer

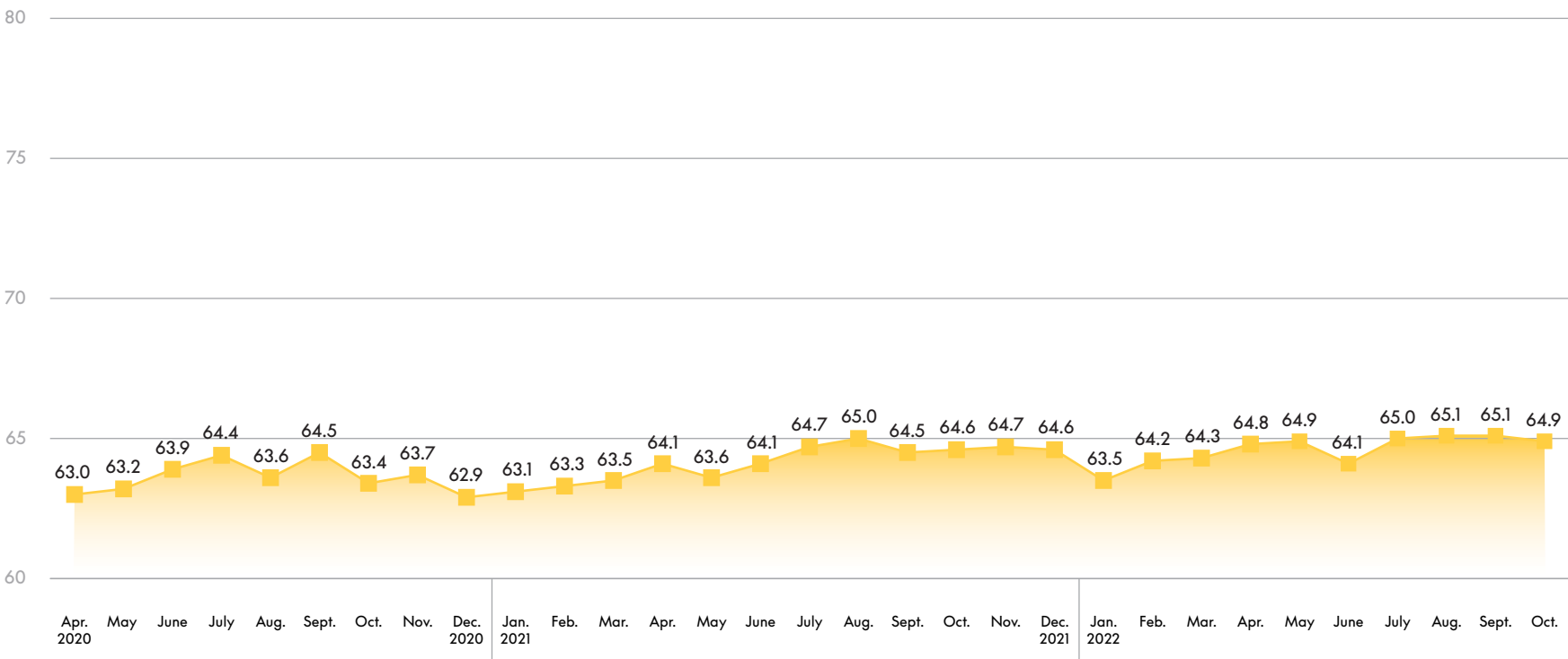
The mental health, productivity, and performance of employees is highly connected to key leadership qualities observed in their manager

5. Key leadership traits including charisma, humanity, and collaboration, have a significant impact on the mental health, job performance, and productivity of working Canadians.

- Canadians who rate their manager as strong in five key areas (autonomy, charisma, humanity, participative, team oriented) have better mental health than those who rate their manager poorly.
- Canadians who rate their manager as strong in all categories are more likely to care about their work and try to exceed expectations compared to those who rate their manager more poorly.
- Canadians who rate their manager poorly in each of the five categories lose productivity at a rate two times higher than those rating their manager more favourably.

The Mental Health Index™

The overall Mental Health Index for October 2022 is 64.9 points¹, a modest decrease from the prior month.



MHI Current Month
October 2022

64.9

September 2022

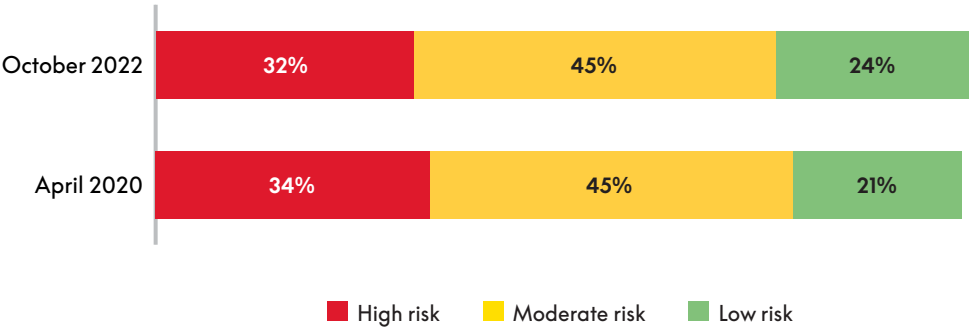
65.1

¹ 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.

Mental health risk

In October 2022, 32 per cent of Canadians have a high mental health risk, 45 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 sixth consecutive month, the lowest Mental Health Index™ sub-score is for the risk measure of anxiety (58.0).

Isolation (60.9), work productivity (62.1), depression (62.9), optimism (66.3), and financial risk (70.2) follow.

General psychological health (72.1) continues to be the most favourable mental health measure in October 2022.

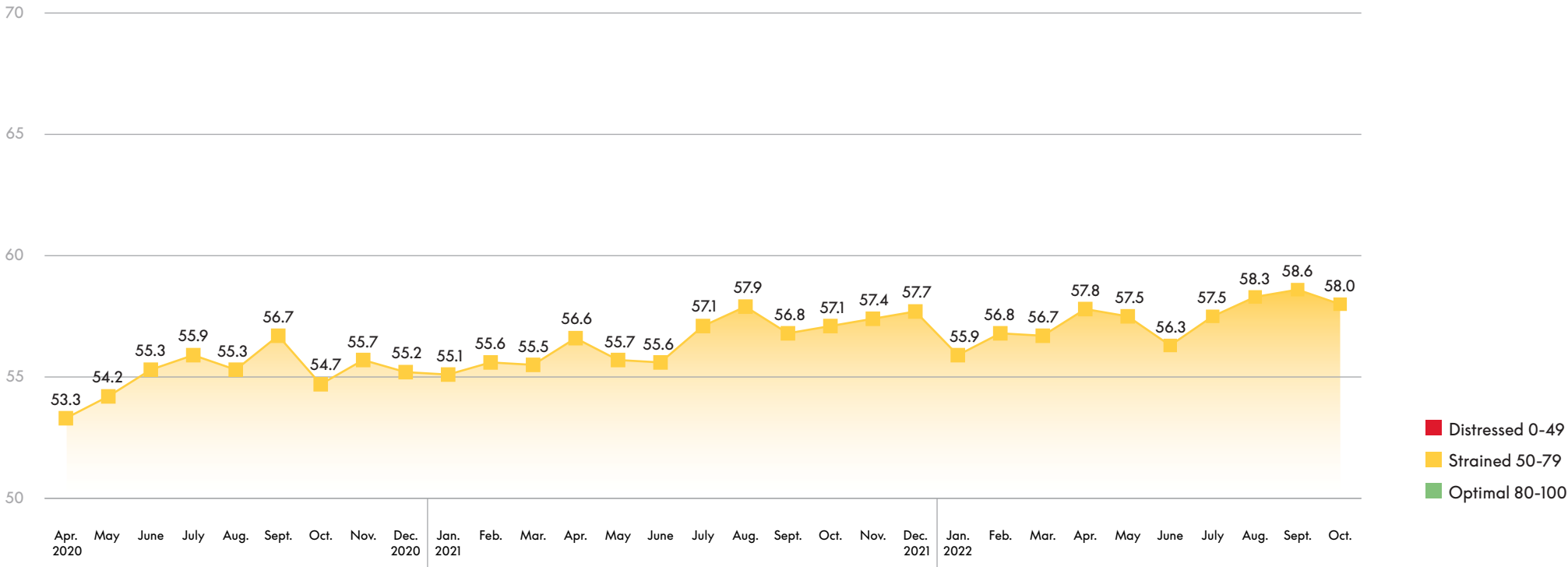
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for six consecutive months.
- All mental health sub-scores, apart from financial risk, have declined from September 2022.
- The work productivity sub-score fell nearly one point from the prior month.

Mental Health Index™ Sub-scores ²	October 2022	September 2022
Anxiety	58.0	58.6
Isolation	60.9	61.0
Work productivity	62.1	63.0
Depression	62.9	63.5
Optimism	66.3	66.7
Financial risk	70.2	69.7
Psychological health	72.1	72.5

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

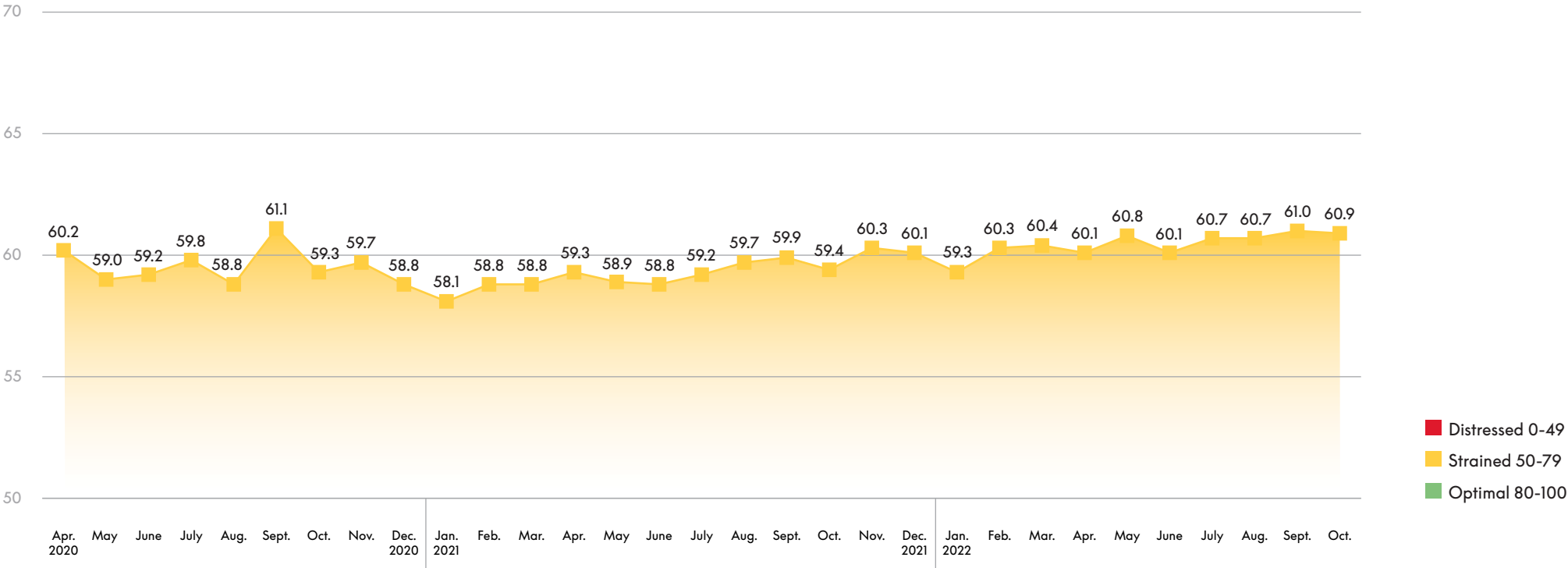
Anxiety

The anxiety score has fluctuated since the launch of the Index in April 2020. After reaching its high in September 2022, the anxiety score fell a half point in October 2022 and remains the lowest mental health sub-score for the sixth consecutive month.



Isolation

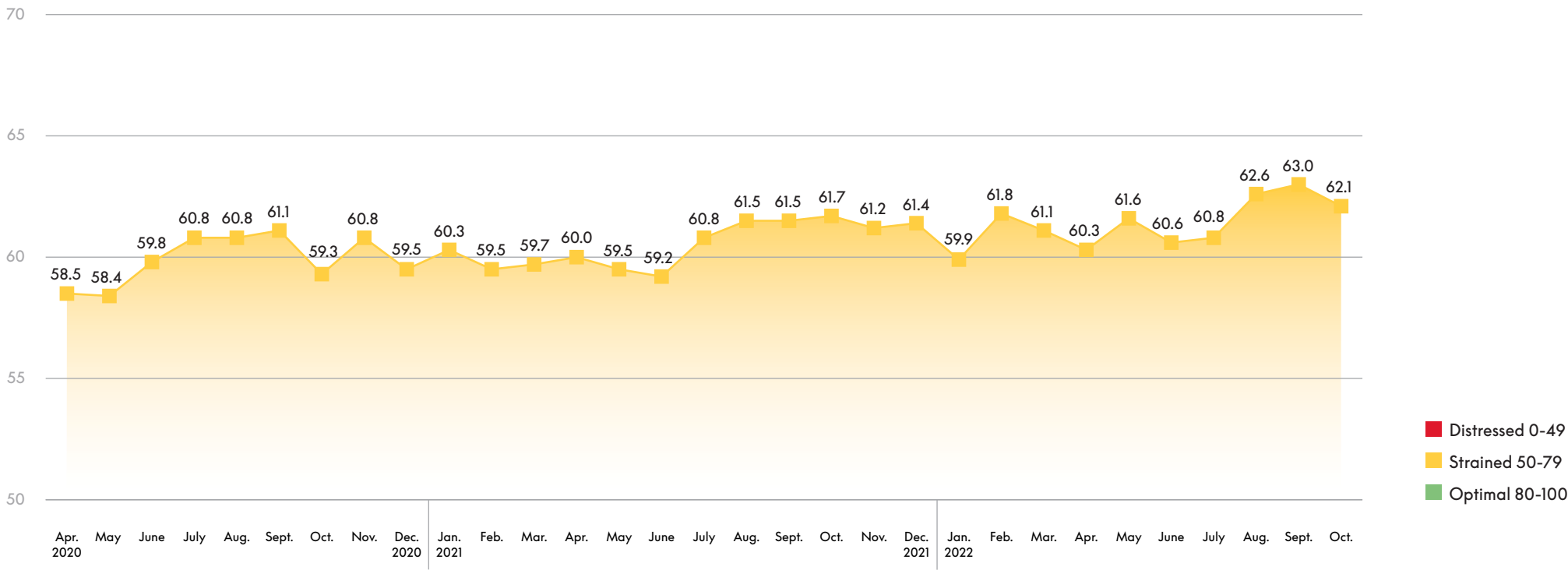
With only one notable increase, in September 2020, since the launch of the Index in April 2020, the isolation sub-score has made incremental improvements. In October 2022, the isolation score is nearly unchanged from the prior three months.



Work productivity

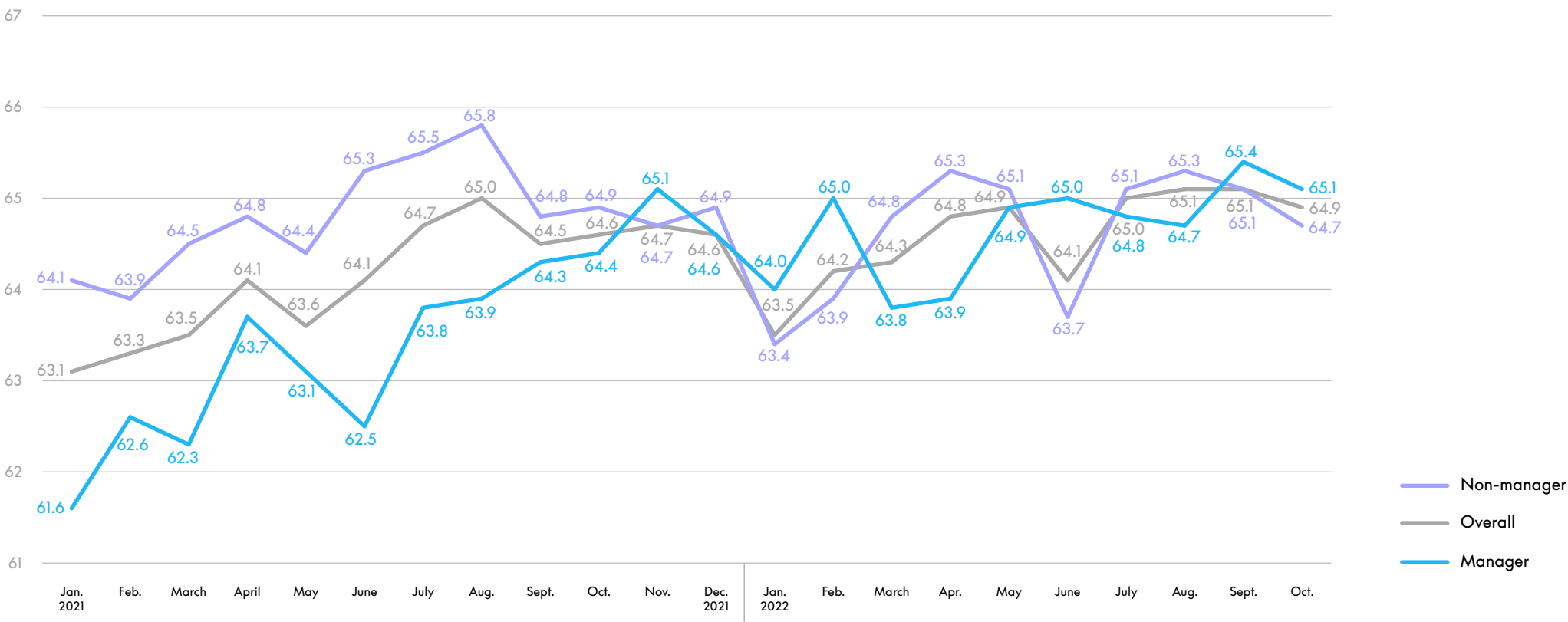
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With multiple periods of improvement followed by declines, the work productivity score has been inconsistent since the launch of the MHI in April 2020. After three months of improvement, the work productivity sub-score declined nearly one point in October 2022.



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. In July and August 2022, managers had lower mental health scores than non-managers. The results shifted in September 2022 wherein managers had a slightly higher mental health score than non-managers and the national average. In October 2022, managers continue to have modestly better mental health (65.1) than non-mangers (64.7) and the national average (64.9).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In October 2022, the mental health score of women is 62.8 compared to 66.9 for men.
- Since April 2020, mental health scores have improved with age.
- Differences in mental health scores between those 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 those with at least one child (62.6) than those without children (65.8).

Employment

- Overall, four per cent of respondents are unemployed³ and seven per cent report reduced hours or reduced salary.
- Individuals working fewer hours compared to the prior month have the lowest mental health score (53.8), followed by those reporting reduced salary (54.1), those not currently employed (64.4), and those with no change to salary or hours (65.7).
- Managers have a slightly higher mental health score (65.1) than non-managers (64.7).
- Self-employed individuals have the highest mental health score (66.7).
- Respondents working for companies with 51-100 employees have the lowest mental health score (62.7).

Emergency savings

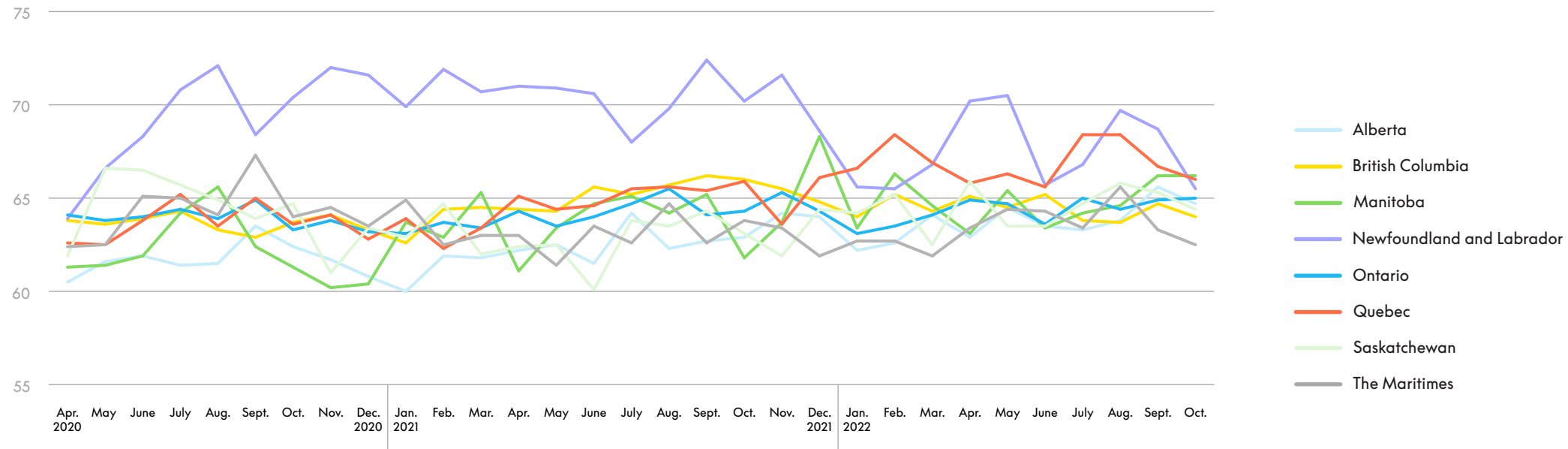
- Those without emergency savings continue to experience a lower mental health score (42.7) than the overall group (64.9). Individuals with emergency savings have a mental health score of 74.4.

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 October 2022, British Columbia, Alberta, Saskatchewan, Quebec, the Maritimes, and Newfoundland and Labrador have declines in mental health while Manitoba and Ontario have improvements in mental health.

- The mental health score in Newfoundland and Labrador declined 3.2 points from the prior month.
- With a 1.2-point increase, Manitoba have the most significant improvement in mental health and has the highest mental health score (67.4) in October 2022.
- For the second consecutive month, the lowest mental health score is in the Maritimes with a 0.8-point decrease to 62.5.



Employment status	Oct. 2022	Sept. 2022
Employed (no change in hours/salary)	65.7	66.3
Employed (fewer hours compared to last month)	53.8	53.6
Employed (reduced salary compared to last month)	54.1	51.5
Not currently employed	64.4	60.5
Age group	Oct. 2022	Sept. 2022
Age 20-29	53.6	52.9
Age 30-39	59.3	57.8
Age 40-49	62.5	63.5
Age 50-59	66.1	67.1
Age 60-69	71.7	72.7
Number of children	Oct. 2022	Sept. 2022
No children in household	65.8	66.3
1 child	61.9	62.0
2 children	64.6	63.8
3 children or more	59.6	59.3

Province	Oct. 2022	Sept. 2022
Alberta	64.7	65.6
British Columbia	64.0	64.7
Manitoba	67.4	66.2
Newfoundland and Labrador	65.5	68.7
The Maritimes	62.5	63.3
Quebec	66.0	66.7
Ontario	65.0	64.9
Saskatchewan	64.4	65.3
Gender	Oct. 2022	Sept. 2022
Men	66.9	67.4
Women	62.8	62.9
Household income	Oct. 2022	Sept. 2022
<\$30K/annum	54.5	55.6
\$30K to <\$60K/annum	63.0	61.1
\$60K to <\$100K	63.2	64.1
\$100K to <\$150K	67.5	67.8
\$150K or more	70.4	72.2

Employer size	Oct. 2022	Sept. 2022
Self-employed/sole proprietor	66.7	67.6
2-50 employees	65.5	65.6
51-100 employees	62.7	63.3
101-500 employees	64.0	64.5
501-1,000 employees	65.1	61.7
1,001-5,000 employees	65.8	66.0
5,001-10,000 employees	64.7	64.6
More than 10,000 employees	64.2	66.2
Manager	Oct. 2022	Sept. 2022
Manager	65.1	65.4
Non-manager	64.7	65.1

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 Arts, Entertainment and Recreation have the lowest mental health score (61.9) in October 2022, followed by individuals employed in Agriculture, Forestry, Fishing and Hunting (62.0), and Accommodation and Food Services (62.2).

Respondents employed in Management of Companies and Enterprises (72.9) and Professional, Scientific and Technical Services (69.5) have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	October 2022	September 2022	Change
Wholesale Trade	64.6	59.8	4.8
Information and Cultural Industries	63.1	59.4	3.7
Management of Companies and Enterprises	72.9	69.6	3.3
Utilities	64.5	61.8	2.7
Automotive Industry	65.9	63.7	2.2
Transportation and Warehousing	68.2	66.2	2.0
Other services (except Public Administration)	68.8	67.9	0.9
Finance and Insurance	63.2	62.5	0.7
Professional, Scientific and Technical Services	69.5	68.8	0.7
Health Care and Social Assistance	63.8	63.2	0.6
Construction	65.2	64.9	0.4
Manufacturing	66.4	66.5	-0.1
Public Administration	66.2	66.6	-0.4
Arts, Entertainment and Recreation	61.9	62.9	-1.0
Other	62.9	64.4	-1.5
Agriculture, Forestry, Fishing and Hunting	62.0	63.6	-1.6
Educational Services	63.9	65.6	-1.7
Accommodation and Food Services	62.2	64.7	-2.5
Retail Trade	64.6	67.2	-2.6
Real Estate, Rental and Leasing	64.7	67.8	-3.0
Mining and Oil and Gas Extraction	65.9	69.1	-3.3

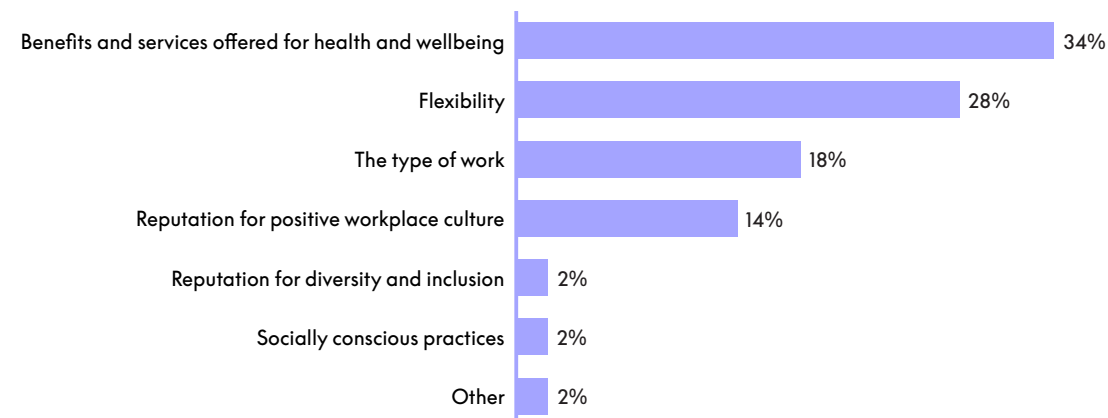
Spotlight

Considerations when choosing an employer

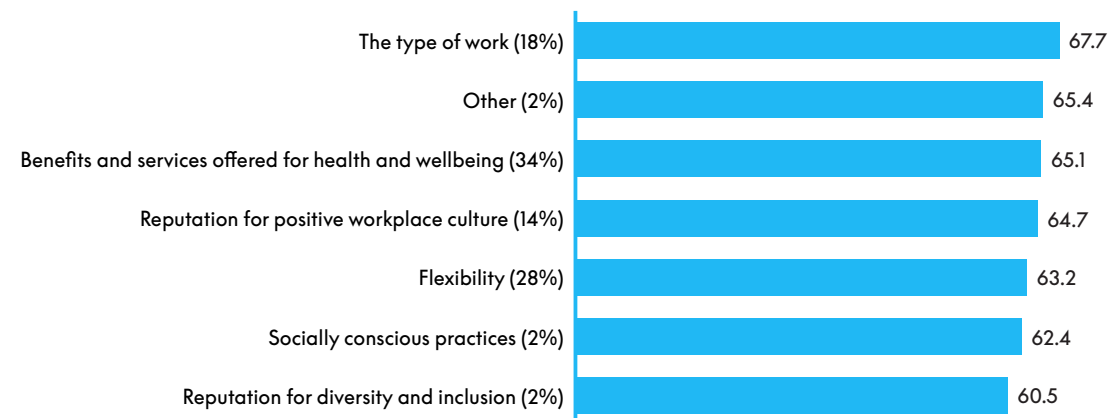
Canadians were asked about the most important factor when choosing an employer, other than salary/compensation.

- More than one-third (34 per cent) indicate that benefits and services offered for health and wellbeing is the most important factor when choosing an employer, followed by 28 per cent indicating flexibility, 18 per cent indicating the type of work, and 14 per cent indicating that reputation for positive workplace culture is the most important factor when choosing an employer.
- Parents are 50 per cent more likely than non-parents to indicate that flexibility is the most important factor when choosing an employer.

Most important factor when choosing an employer



MHI score by most important factor when choosing an employer



Job performance

Employed Canadians were asked whether they care about their work.

- More than eight in ten (83 per cent) care about their work, and this group has the most favourable mental health score (66.9), two points higher than the national average (64.9).
- Seventeen per cent who do not care about their work, or are unsure, have mental health scores more than eight points below the national average (64.9).
- Respondents who care about their work put in more effort than those who do not care about their work (89 per cent compared to 75 per cent).

I care about my work



MHI score by I care about my work



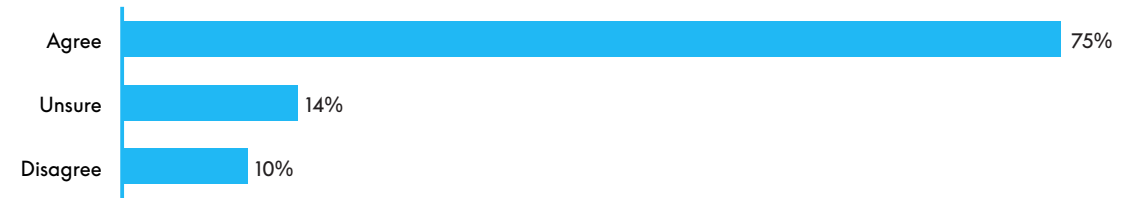
Average daily work effort by I care about my work



Employed Canadians were asked whether they often try to exceed expectations at work.

- Three-quarters (75 per cent) often try to exceed expectations at work, and this group has the most favourable mental health score (66.4).
- One in ten (10 per cent) do not try to exceed expectations at work. The mental health score of this group (60.6) is more than four points below the national average (64.9).
- Respondents who often try to exceed expectations at work put in more effort than those who do not try to exceed expectations (90 per cent compared to 78 per cent).

I often try to exceed expectations at work



MHI score by I often try to exceed expectations at work



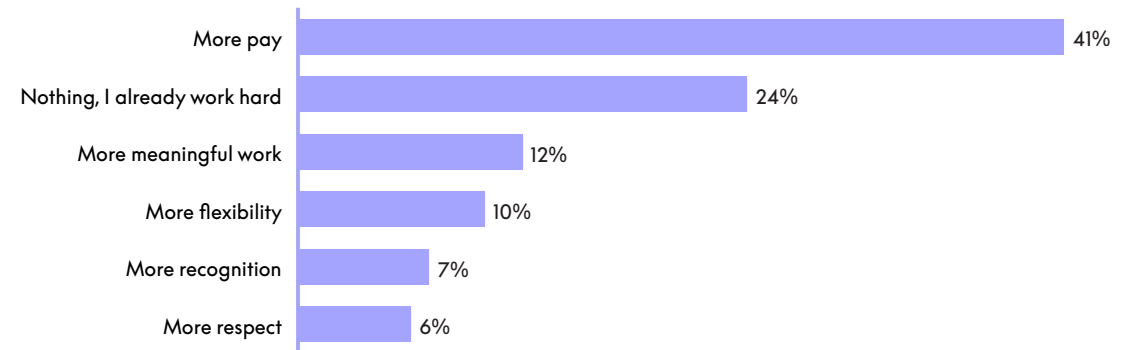
Average daily work effort by I often try to exceed expectations at work



Employed Canadians were asked about the factor that would most encourage them to put in more effort at work.

- More than two in five (41 per cent) report that more pay would most encourage them to put in more effort at work. The mental health score of this group (62.9) is two points lower than the national average (64.9).
- Nearly one-quarter (24 per cent) report that nothing would encourage them to put in more effort at work as they already work hard. The mental health score of this group is most favourable (72.3) at more than seven points above the national average (64.9).
- Managers are 50 per cent more likely than non-managers to indicate that having more flexibility encourages them to put in more effort at work.
- Parents are 70 per cent more likely than non-parents to indicate that having more flexibility encourages them to put in more effort at work.
- Respondents aged 50 and above are nearly four times more likely than those aged 40 and under to report that nothing would make them put in more effort at work as they already work hard.

Factors that most encourage employees to put in more effort at work



MHI score by factors that most encourage employees to put in more effort at work



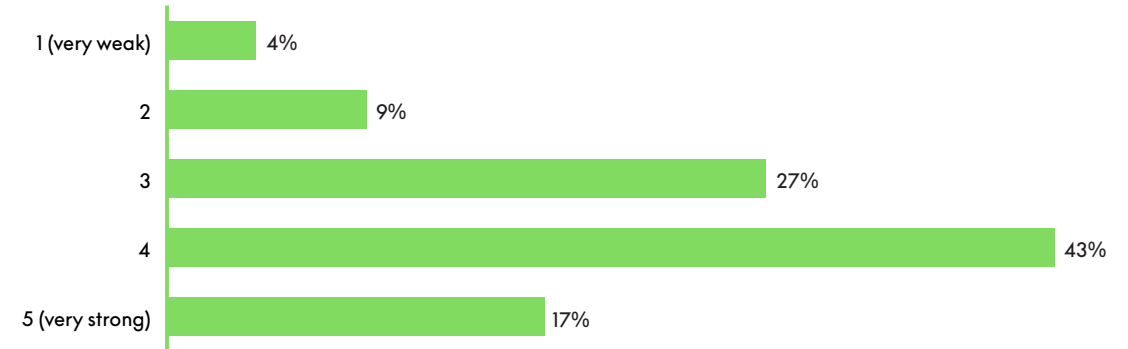
Impact of Manager traits on mental health, job performance, and productivity

Autonomy

Canadians were asked to rate the extent to which they perceive their manager to be **autonomous** (independent, individualistic) on a scale from one to five, with one being “very weak” and five being “very strong”.

- Three in five (60 per cent) rate their manager 4 or 5 (strongly autonomous), and the mental health of these groups are higher than the national average.
- More than one in ten (13 per cent) rate their manager 1 or 2 (weakly autonomous). The mental health scores of these groups are at least eight points below the national average.

Manager characteristic: Autonomy

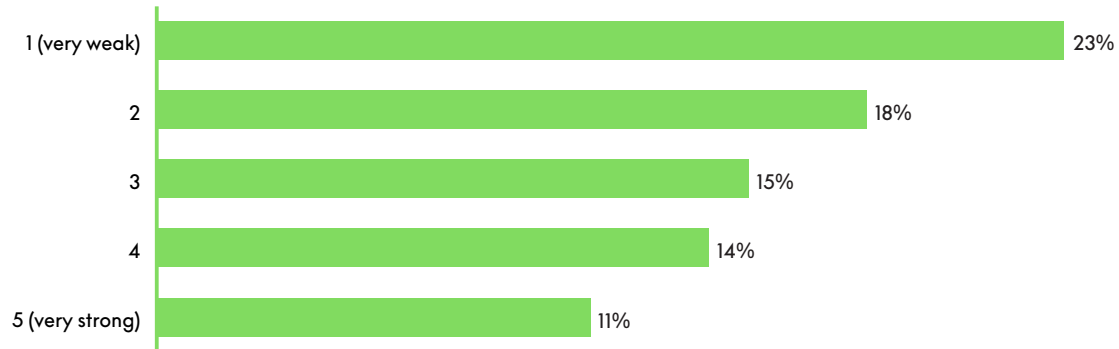


MHI score by manager characteristic: Autonomy

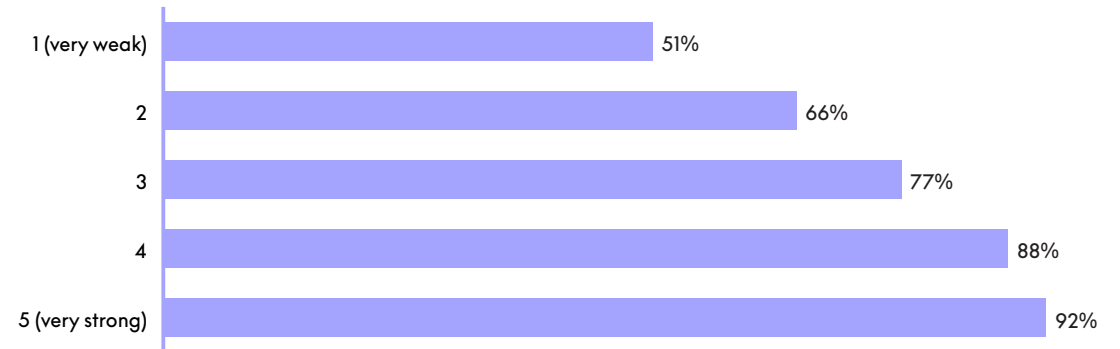


- Individuals rating their manager as strongly autonomous are more likely to care about their work and try to exceed expectations compared to those rating their manager weakly autonomous.
- Individuals rating their manager as weak in autonomy have productivity losses more than twice those rating their manager strongly autonomous.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Autonomy



Percentage reporting they care about their work by manager characteristic: Autonomy



Percentage reporting they try to exceed expectations at work by manager characteristic: Autonomy

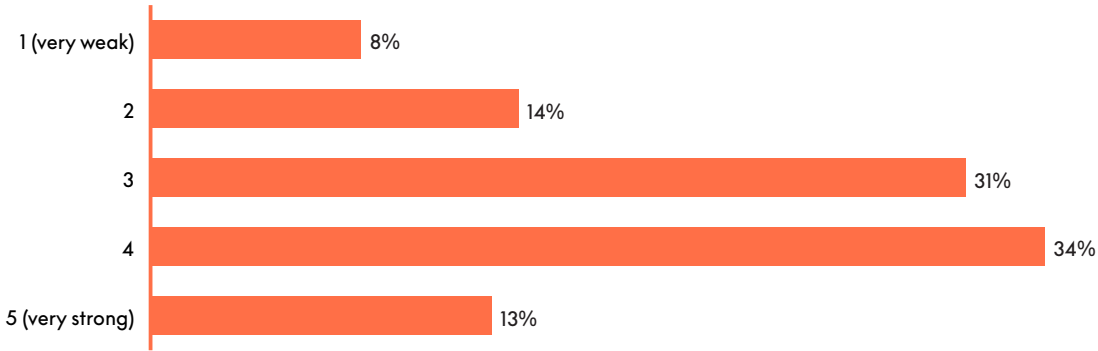


Charisma

Canadians were asked to rate the extent to which they perceive their manager to be **charismatic** (inspirational, motivational) on a scale from one to five, with one being “very weak” and five being “very strong”.

- Nearly half (47 per cent) rate their manager 4 or 5 (strongly charismatic), and the mental health of these groups are equal to, or higher than, the national average.
- More than one in five (22 per cent) rate their manager 1 or 2 (weakly charismatic). The mental health scores of these groups are at least five points lower than the national average.

Manager characteristic: Charisma

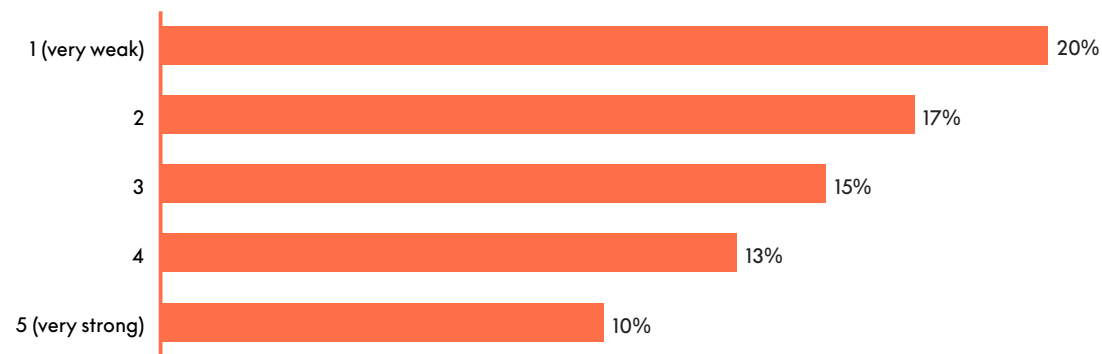


MHI score by manager characteristic: Charisma



- Individuals rating their manager as strongly charismatic are more likely to care about their work and try to exceed expectations compared to those rating their manager as weakly charismatic.
- Individuals rating their manager as weak in charisma have productivity losses twice those rating their manager strongly charismatic.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Charisma



Percentage reporting they care about their work by manager characteristic: Charisma



Percentage reporting they try to exceed expectations at work by manager characteristic: Charisma

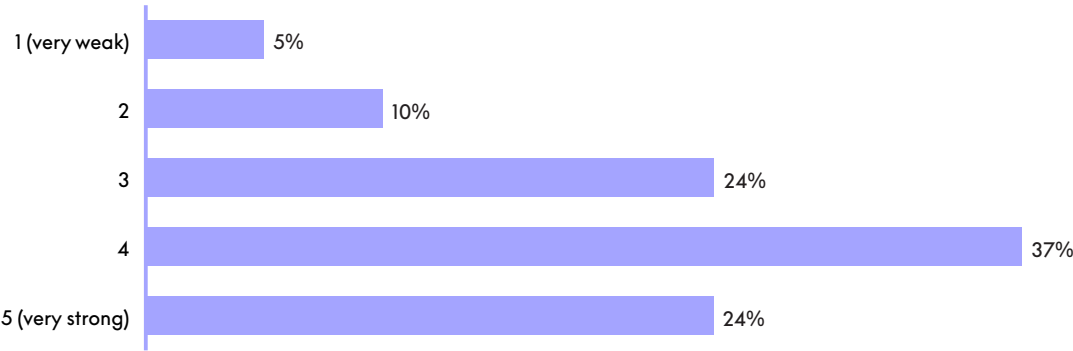


Humanity

Canadians were asked to rate the extent to which they perceive their manager to be **humane** (supportive, considerate, compassionate) on a scale from one to five, with one being “very weak” and five being “very strong”.

- More than three in five (61 per cent) rate their manager 4 or 5 (strongly humane), and the mental health of these groups are higher than the national average.
- Nearly one in five (15 per cent) rate their managers 1 or 2 (weakly humane). The mental health scores of these groups are more than nine points lower than the national average.

Manager characteristic: Humanity

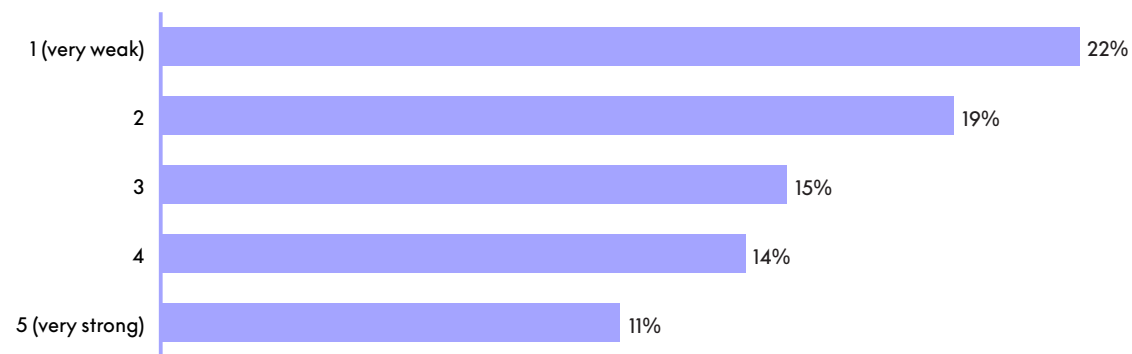


MHI score by manager characteristics: Humanity

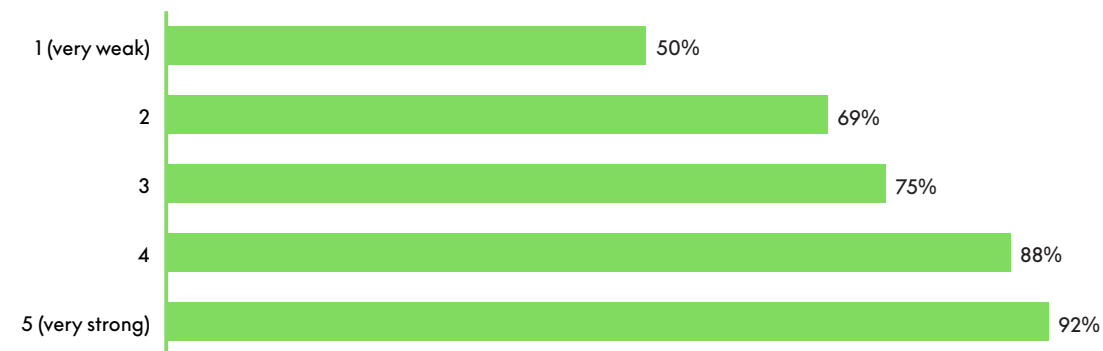


- Individuals rating their manager as strongly humane are more likely to care about their work and try to exceed expectations compared to those rating their manager as weakly humane.
- Individuals rating their manager as weak in humanity have productivity losses twice those rating their manager strongly humane.

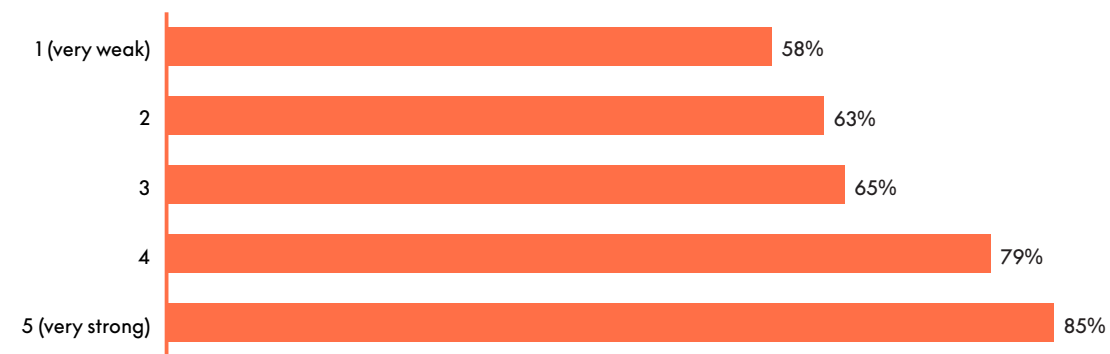
Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Humanity



Percentage reporting they care about their work by manager characteristic: Humanity



Percentage reporting they try to exceed expectations at work by manager characteristic: Humanity

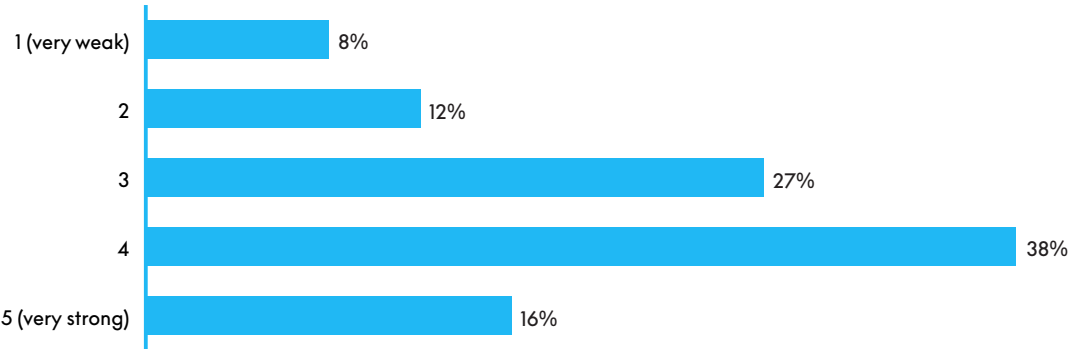


Participative

Canadians were asked to rate the extent to which they perceive their manager to be **participative** (inclusive, not autocratic) on a scale from one to five, with one being “very weak” and five being “very strong”.

- More than half (54 per cent) rate their manager 4 or 5 (strongly participative), and the mental health of these groups are higher than the national average.
- One in five (20 per cent) rate their managers 1 or 2 (weakly participative). The mental health scores of these groups are at least six points lower than the national average.

Manager characteristic: Participative

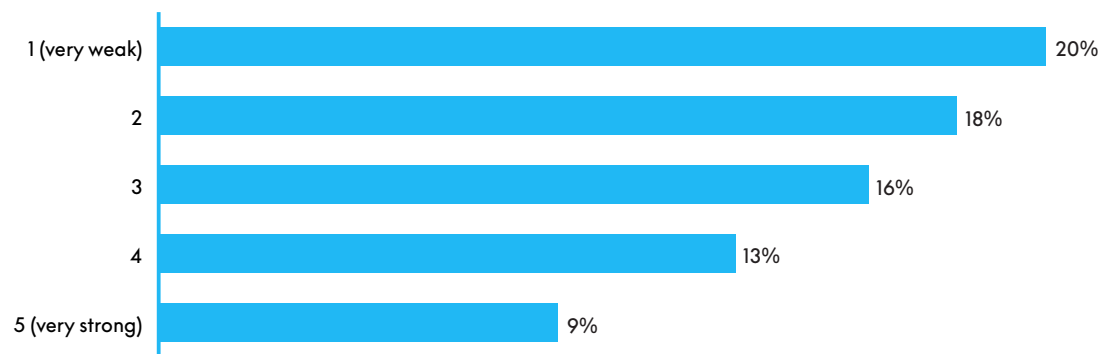


MHI score by manager characteristic: Participative

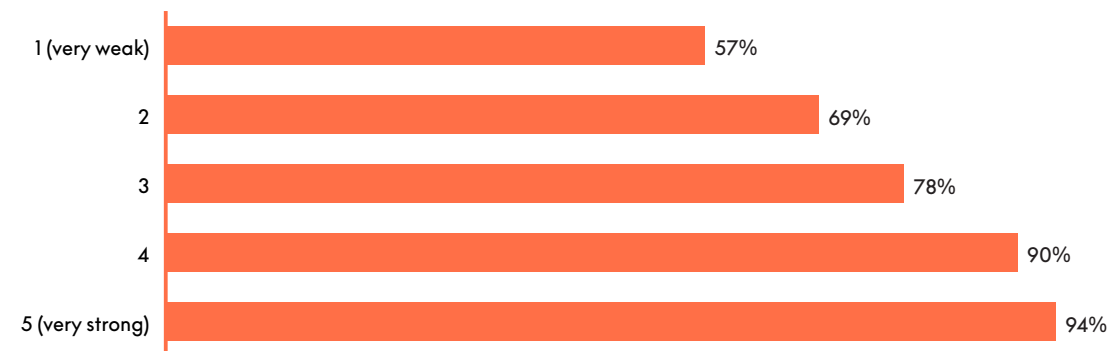


- Individuals rating their manager as strongly participative are more likely to care about their work and try to exceed expectations compared to those rating their manager as weakly participative.
- Individuals rating their manager as weakly participative have productivity losses more than twice those rating their manager as strongly participative.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Participative



Percentage reporting they care about their work by manager characteristic: Participative



Percentage reporting they try to exceed expectations at work by manager characteristic: Participative

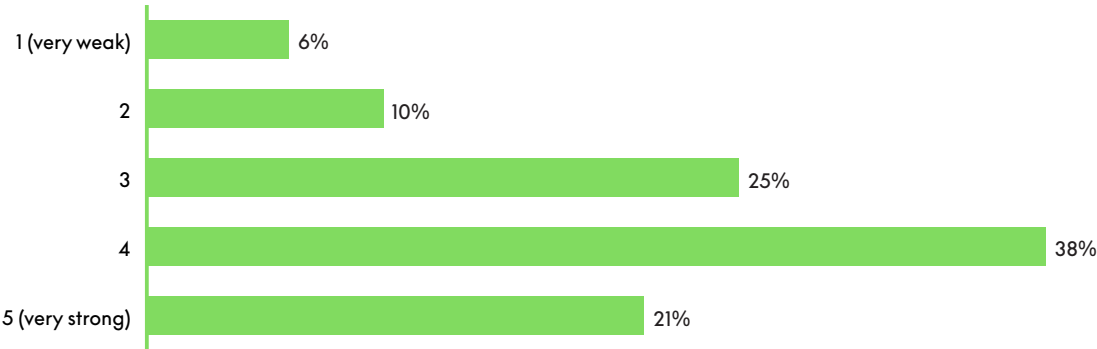


Team-oriented

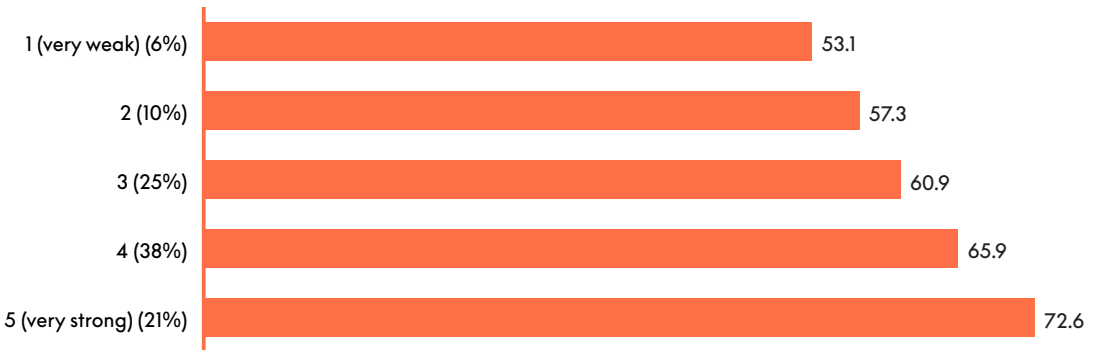
Canadians were asked to rate the extent to which they perceive their manager to be **team-oriented** (collaborative, working toward a common purpose) on a scale from one to five, with one being “very weak” and five being “very strong”.

- Nearly three in five (59 per cent) rate their manager 4 or 5 (strongly team-oriented), and the mental health of these groups are higher than the national average.
- Nearly one in five (16 per cent) rate their managers 1 or 2 (weakly team-oriented). The mental health scores of these groups are more than eight points lower than the national average.

Manager characteristic: Team-oriented

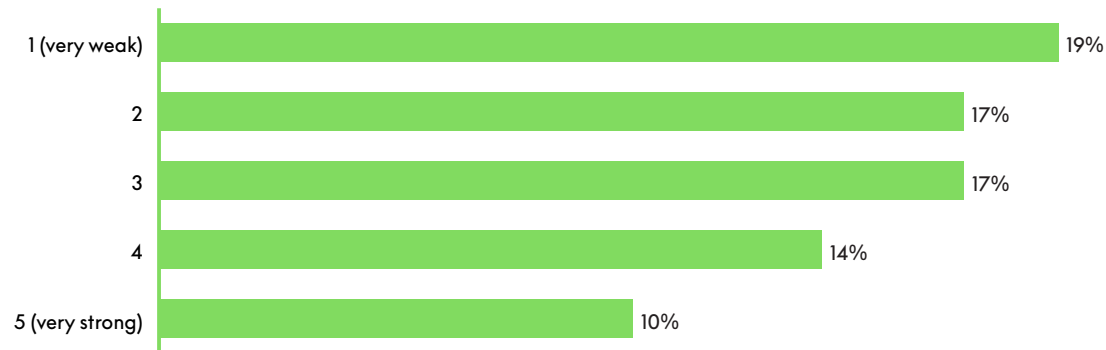


MHI score by manager characteristic: Team-oriented

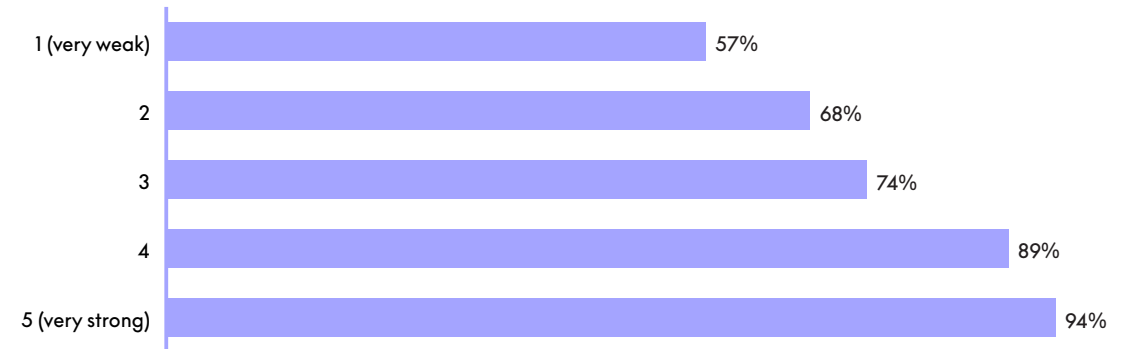


- Individuals rating their manager as strongly team-oriented are more likely to care about their work and try to exceed expectations compared to those rating their manager as weakly team-oriented.
- Individuals rating their manager as weakly team-oriented have productivity losses nearly twice those rating their manager strongly team-oriented.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Team-oriented



Percentage reporting they care about their work by manager characteristic: Team-oriented



Percentage reporting they try to exceed expectations at work by manager characteristic: Team-oriented



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 October 4 and October 12, 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 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



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.

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