

The Mental Health Index by LifeWorks™

Canada | September 2022

 **TELUS** Health

LifeWorks



Table of contents

1 What you need to know for September 2022	3	3 Mental Health Index™ (provincial)	13	6 Overview of the Mental Health Index by LifeWorks™	30
2 The Mental Health Index™	5	4 Mental Health Index™ (industry)	15	Methodology	30
Mental health risk	6	5 Spotlight	16	Calculations	30
Mental Health Index™ sub-scores	7	Trust between employees and employers	16	Additional data and analyses	30
Anxiety	8	Work effort	20		
Isolation	9	Stress	22		
Financial risk	10	Isolation	23		
Managers compared to non-managers	11	Relationship quality	24		
Demographics	12	Mental health issues	27		
Employment	12				
Emergency savings	12				

What you need to know for September 2022

1. With no improvement for three months, working Canadians continue to experience significant mental strain.

- At 65.1, the mental health of Canadians is unchanged from the prior month.
- 32% of Canadians have a high mental health risk, 42% have a moderate mental health risk, and 25% have a low mental health risk.
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for five consecutive months.
- 28% feel alone more often and this group has a mental health score more than 20 points below the national average.
- Younger people (under 40) are more likely to feel alone more often.
- Financial risk is the only sub-score to decline in September; 35% of Canadians say inflation is the leading cause of stress.
- The mental health score declined most sharply in the Maritimes and increased most significantly in Alberta.

2. One in five working Canadians report an erosion of trust with their employer since the pandemic.

- 46% indicate that a change in workplace culture is the reason for a decline in trust between employees and their employer.
- 43% indicate that a perceived change in how employee wellbeing is/was handled by the employer led to the decline in trust.
- 30% believe that changes in communication caused the decline in trust.
- Positive changes in communication, culture, and the employer's support for employee health and wellbeing are the top reasons for improved trust between employer and employees.

3. Mental health and wellbeing is the factor most likely to have a negative impact on the effort given to work.

- Mental health and wellbeing (14%), manager relationship (12%), and recognition (9%) are factors most likely to have a negative impact on the effort given to work.
- 25% identify co-worker relationships as having the most positive impact on their work effort.
- 15% identify their mental health/wellbeing as having the most positive impact on their work effort.

43%

say that a change in the handling of employee wellbeing led to a decline in trust

35%

say inflation is the leading cause of stress

33%

say their mental health worsened since the pandemic

25%

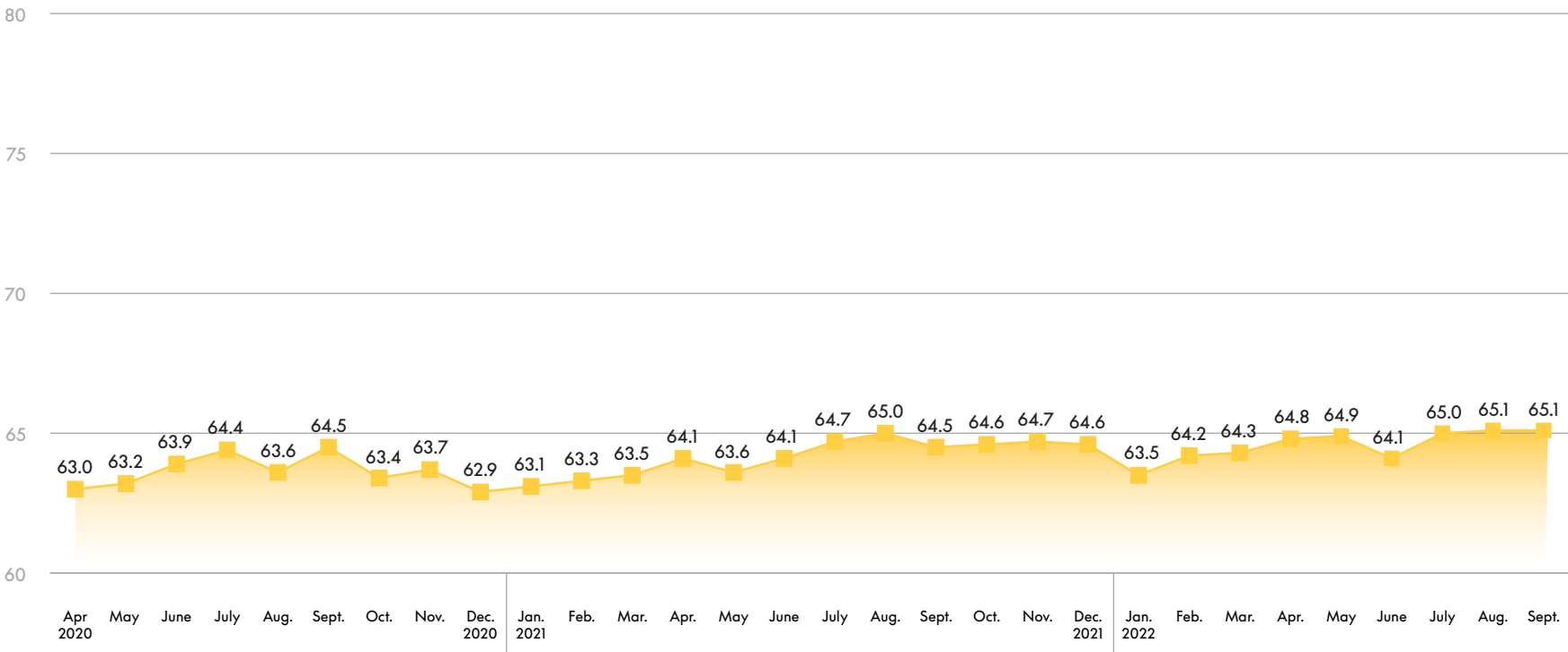
say co-workers have the most positive impact on their work effort

4. Women are three times more likely than men to identify work stress as the reason for their mental health decline.

- 16% of working Canadians self-report a mental health condition or issue; a further 13% are unsure.
- 33% say their mental health condition or issue worsened since the pandemic and the mental health of this group is more than 30 points below the national average.
- 45% attribute the decline in their mental health to having more personal stress.
- 21% attribute the decline in their mental health to feeling isolated.
- 18% attribute the decline in their mental health to having more work stress.

The Mental Health Index™

The overall Mental Health Index for September 2022 is 65.1 points¹. The score is unchanged from the previous month and shows no improvement for three consecutive months.



MHI Current Month
September 2022

65.1

August 2022

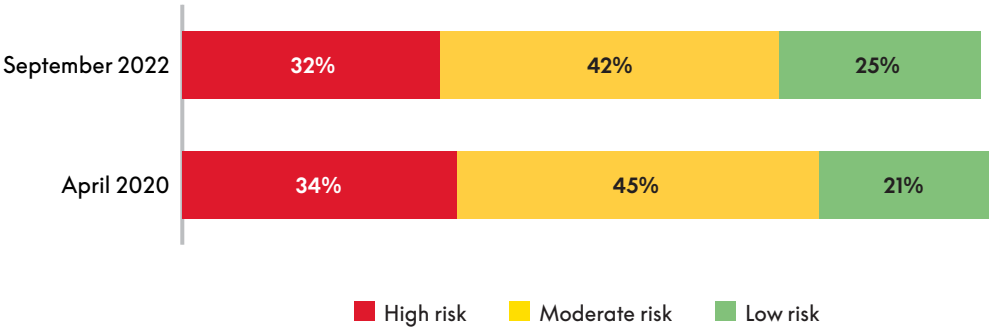
65.1

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 September 2022, 32 per cent of Canadians have a high mental health risk, 42 per cent have a moderate mental health risk, and 25 per cent have a low mental health risk. Thirty-four per cent of people in the high-risk group report a mental health condition or issue, 10 per cent report a mental health condition or issue in the moderate-risk group, and four per cent of people in the low-risk group report a mental health condition or issue.

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

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (58.6), followed by isolation (61.0), work productivity (63.0), depression (63.5), optimism (66.7), and financial risk (69.7). General psychological health (72.5) continues to be the most favourable mental health measure in September 2022.

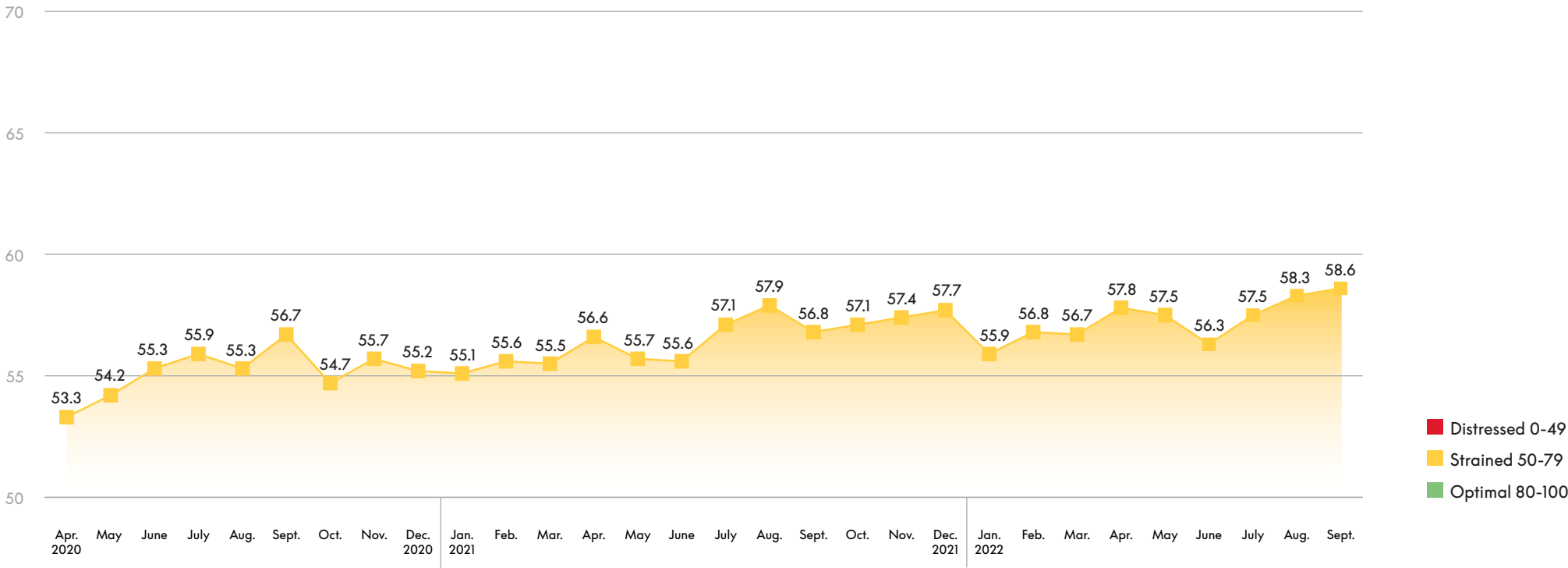
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores since May 2022.
- Slight improvements in all mental health sub-scores, apart from financial risk, are observed in September 2022.
- The financial risk score fell one point from August 2022.

Mental Health Index™ Sub-scores ²	September 2022	August 2022
Anxiety	58.6	58.3
Isolation	61.0	60.7
Work productivity	63.0	62.6
Depression	63.5	63.4
Optimism	66.7	66.2
Financial risk	69.7	70.7
Psychological health	72.5	72.4

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

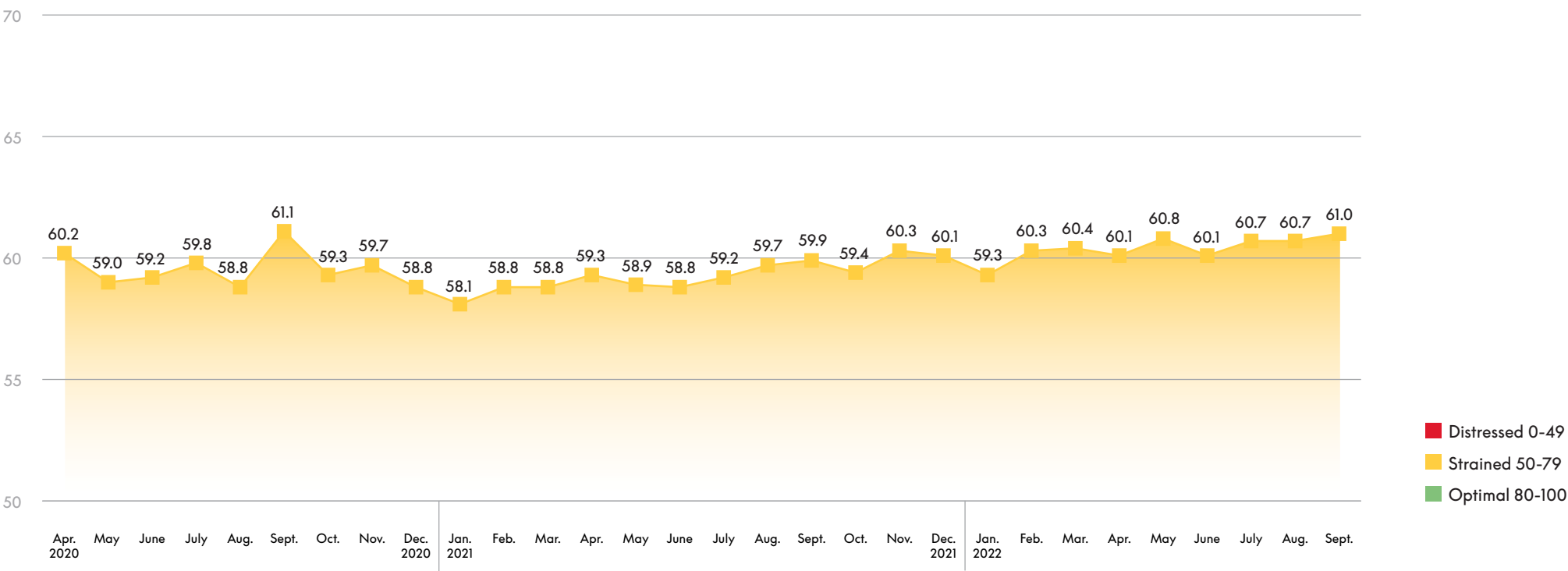
Anxiety

The anxiety score has fluctuated since the launch of the Index in April 2020. Despite reaching a high in September 2022 with a modest 0.3-point improvement to 58.6, the anxiety score remains the lowest mental health sub-score for the fifth consecutive month.



Isolation

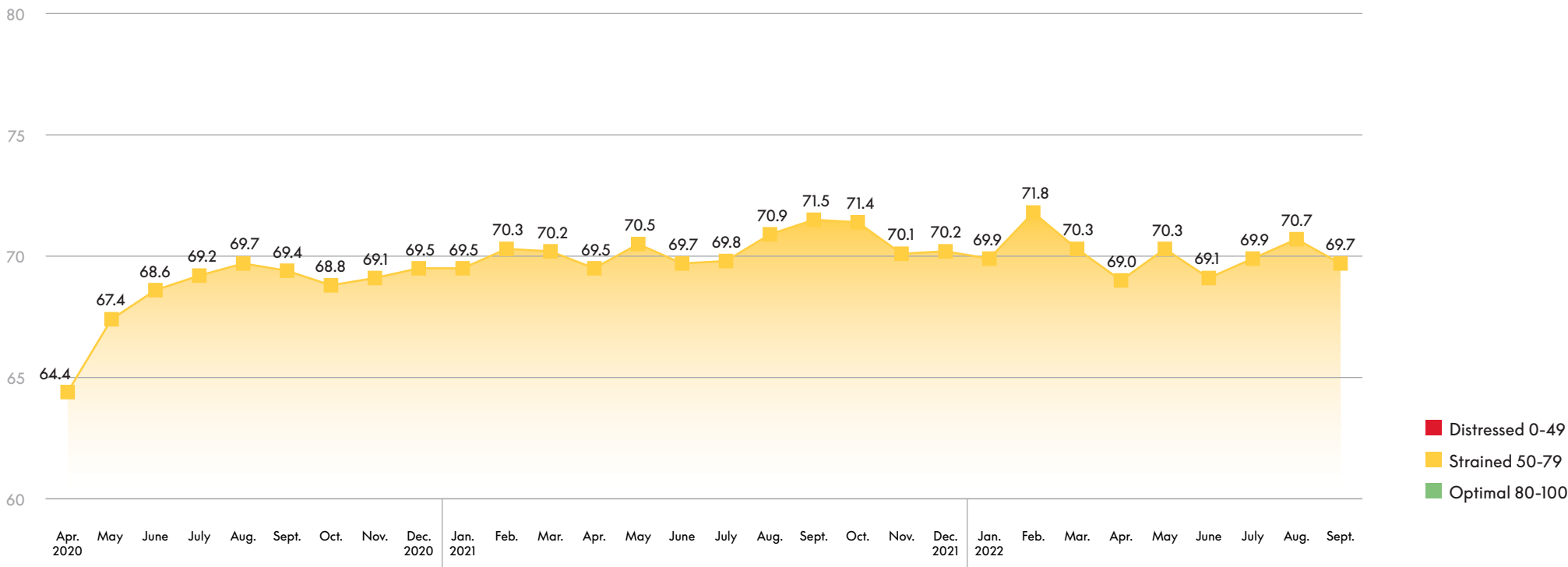
With only one notable increase, in September 2020, since the launch of the Index in April 2020, the isolation sub-score has made incremental improvements. In September 2022, the isolation score improved less than half a point to 61 which is nearly equal to the peak recorded two years ago, in September 2020 (61.1).



Financial risk

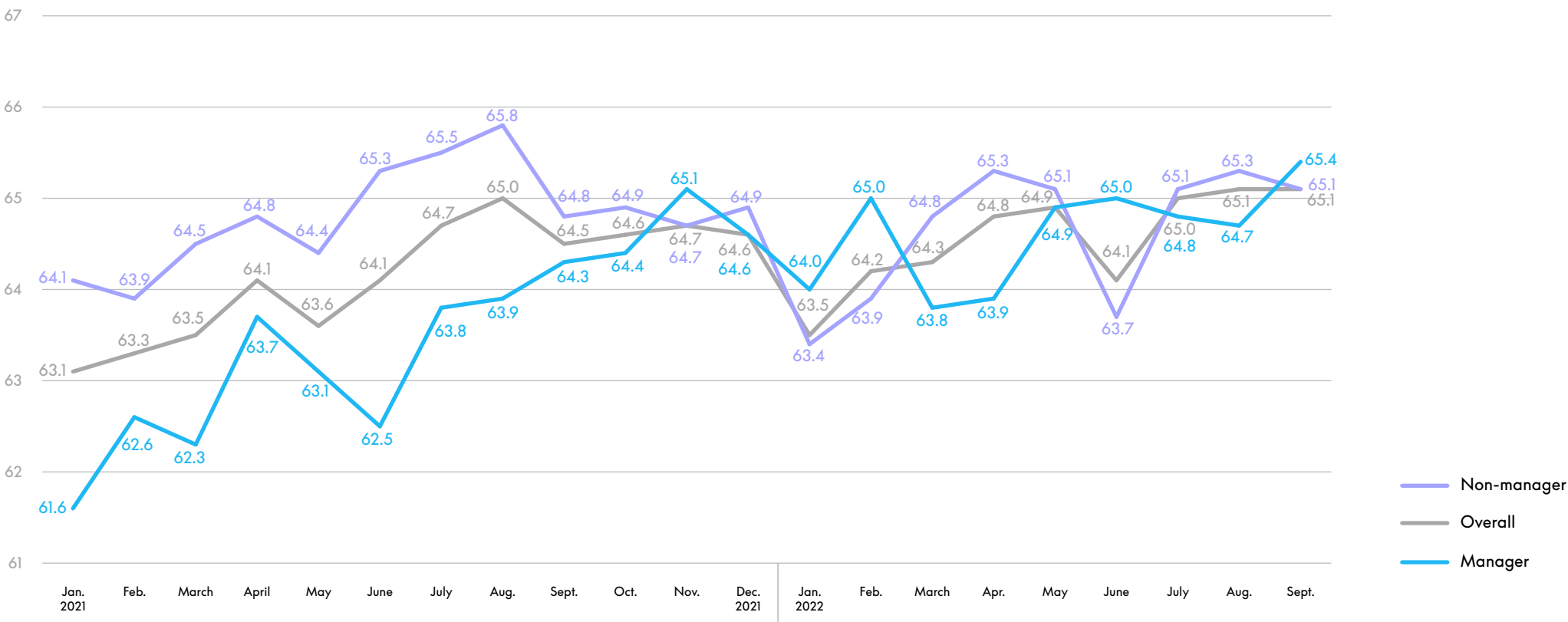
The financial risk sub-score measures the level of an individual’s emergency savings.

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 increased to a high of 71.8 but declined through April. Fluctuations were observed from May through July 2022. Despite two months of continued improvement in July and August 2022, the financial risk sub-score declined one point in September 2022 to 69.7.



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 have shifted once again in September 2022 wherein managers have a slightly higher mental health score (65.4) than non-mangers (65.1) and the national average (65.1).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In September 2022, the mental health score of women is 62.9 compared to 67.4 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 (62.0) than those without children (66.3).

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 (51.5), followed by those working fewer hours (53.6), those not currently employed (60.5), and those with no change to salary or hours (66.3).
- Managers have a slightly higher mental health score (65.4) than non-managers (65.1).
- Individuals who are self-employed have the highest mental health score (67.6).
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (61.7).

Emergency savings

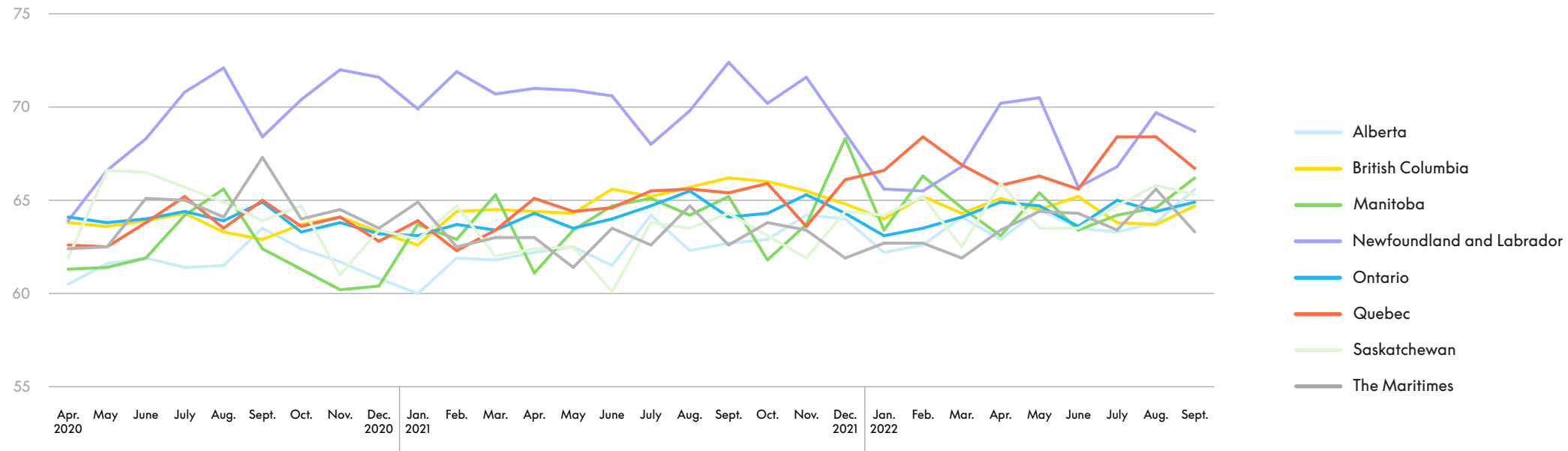
- Those without emergency savings continue to experience a lower mental health score (42.4) than the overall group (65.1). Individuals with emergency savings have a mental health score of 74.9.

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

- Despite a 1.0-point decline, the mental health score in Newfoundland and Labrador continues to be the highest (68.7).
- With a 1.8-point increase, Alberta had the most significant improvement in mental health.
- The lowest mental health score is in the Maritimes with a 2.3-point decrease to 63.3.



Employment status	Sept. 2022	Aug. 2022
Employed (no change in hours/salary)	66.3	66.1
Employed (fewer hours compared to last month)	53.6	54.4
Employed (reduced salary compared to last month)	51.5	54.2
Not currently employed	60.5	62.7
Age group	Sept. 2022	Aug. 2022
Age 20-29	52.9	54.4
Age 30-39	57.8	58.2
Age 40-49	63.5	62.5
Age 50-59	67.1	67.6
Age 60-69	72.7	73.0
Number of children	Sept. 2022	Aug. 2022
No children in household	66.3	66.3
1 child	62.0	61.4
2 children	63.8	62.6
3 children or more	59.3	61.3

Province	Sept. 2022	Aug. 2022
Alberta	65.6	63.8
British Columbia	64.7	63.7
Manitoba	66.2	64.6
Newfoundland and Labrador	68.7	69.7
The Maritimes	63.3	65.6
Quebec	66.7	68.4
Ontario	64.9	64.4
Saskatchewan	65.3	65.8
Gender	Sept. 2022	Aug. 2022
Men	67.4	67.1
Women	62.9	63.1
Household income	Sept. 2022	Aug. 2022
<\$30K/annum	55.6	54.3
\$30K to <\$60K/annum	61.1	62.1
\$60K to <\$100K	64.1	64.6
\$100K to <\$150K	67.8	66.2
\$150K or more	72.2	72.5

Employer size	Sept. 2022	Aug. 2022
Self-employed/sole proprietor	67.6	68.6
2-50 employees	65.6	65.5
51-100 employees	63.3	64.0
101-500 employees	64.5	64.9
501-1,000 employees	61.7	61.7
1,001-5,000 employees	66.0	65.1
5,001-10,000 employees	64.6	63.2
More than 10,000 employees	66.2	66.3
Manager	Sept. 2022	Aug. 2022
Manager	65.4	64.7
Non-manager	65.1	65.3

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 Information and Cultural industries have the lowest mental health score (59.4) in September 2022, followed by those employed in Wholesale Trade (59.8) and Utilities (61.8).

Respondents employed in Management of Companies and Enterprises (69.6), Mining and Oil and Gas Extraction (69.1), and Professional, Scientific and Technical Services (68.8) have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	September 2022	August 2022	Change
Arts, Entertainment and Recreation	62.9	57.1	5.8
Accommodation and Food Services	64.7	61.2	3.5
Utilities	61.8	58.8	3.1
Real Estate, Rental and Leasing	67.8	65.2	2.5
Other services (except Public Administration)	67.9	66.1	1.8
Educational Services	65.6	64.2	1.4
Management of Companies and Enterprises	69.6	68.3	1.3
Public Administration	66.6	65.4	1.2
Retail Trade	67.2	66.4	0.8
Manufacturing	66.5	66.7	-0.2
Agriculture, Forestry, Fishing and Hunting	63.6	63.9	-0.2
Other	64.4	64.7	-0.3
Professional, Scientific and Technical Services	68.8	69.1	-0.3
Mining and Oil and Gas Extraction	69.1	69.6	-0.4
Health Care and Social Assistance	63.2	63.9	-0.7
Finance and Insurance	62.5	63.6	-1.0
Construction	64.9	66.7	-1.8
Automotive Industry	63.7	65.9	-2.2
Information and Cultural Industries	59.4	61.7	-2.3
Transportation and Warehousing	66.2	68.6	-2.4
Wholesale Trade	59.8	66.6	-6.8

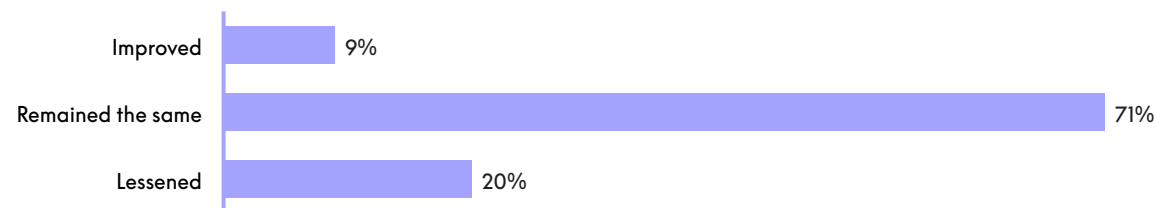
Spotlight

Trust between employees and employers

Canadians were asked how trust between employees and their employer has changed compared to before the pandemic.

- More than seven in ten (71 per cent) indicate there has been no change in trust between employees and their employer compared to before the pandemic, and this group has the most favourable mental health score (67.3).
- One in five (20 per cent) report a decline in trust between employees and their employer compared to before the pandemic. This group has the lowest mental health score (56.8), more than eight points below the national average (65.1).
- Nearly one in ten (9 per cent) report improved trust between employees and their employer compared to before the pandemic.
- Managers are more than twice as likely as non-managers to report improved trust between employees and their employer.
- Parents are 60 per cent more likely than non-parents to report improved trust between employees and their employer compared to before the pandemic.

Change in trust between employees and employer compared to before the pandemic



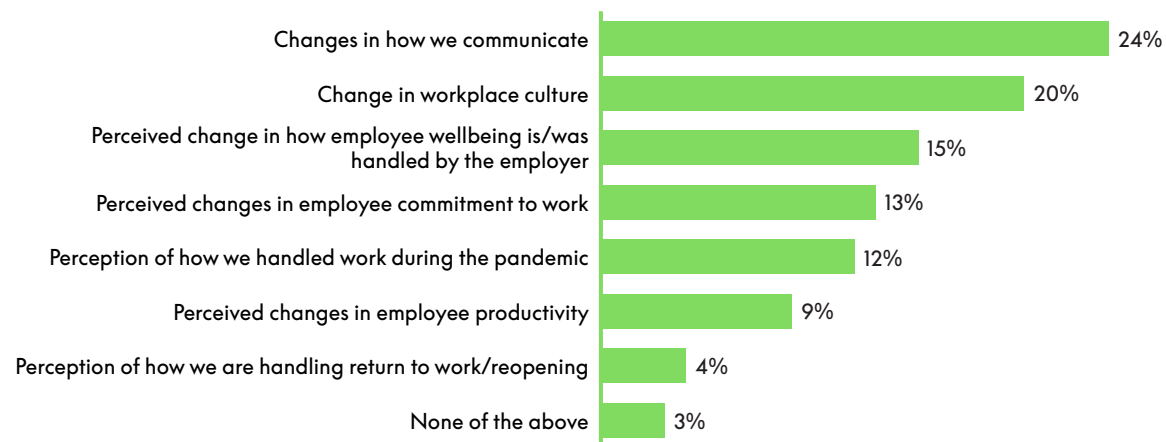
MHI score by change in trust between employees and employer compared to before the pandemic



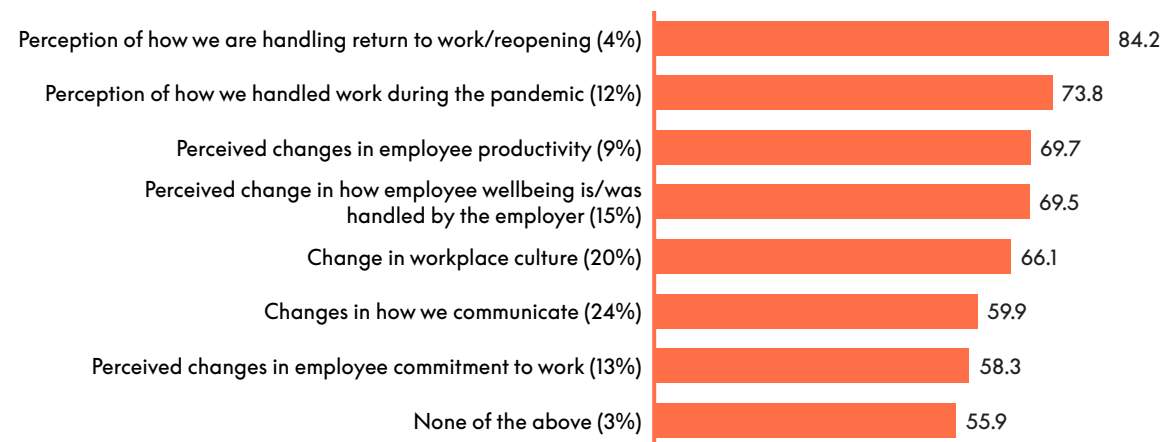
Canadians reporting **improved** trust between employees and their employer compared to before the pandemic were asked why the level of trust changed.

- Nearly one-quarter (24 per cent) indicate that changes in communication is the reason for improved trust between employees and their employer compared to before the pandemic, 20 per cent report a change in workplace culture, and 15 per cent report a change in how employee wellbeing is/was handled by the employer.
- Respondents reporting increased trust because of how return to work/reopening is/was being handled have the highest mental health score (84.2), followed by those reporting increased trust due to the perception of how work was handled during the pandemic (73.8), and those who report increased trust because of perceived changes in employee productivity (69.7).

Causes of improved trust between employees and employers



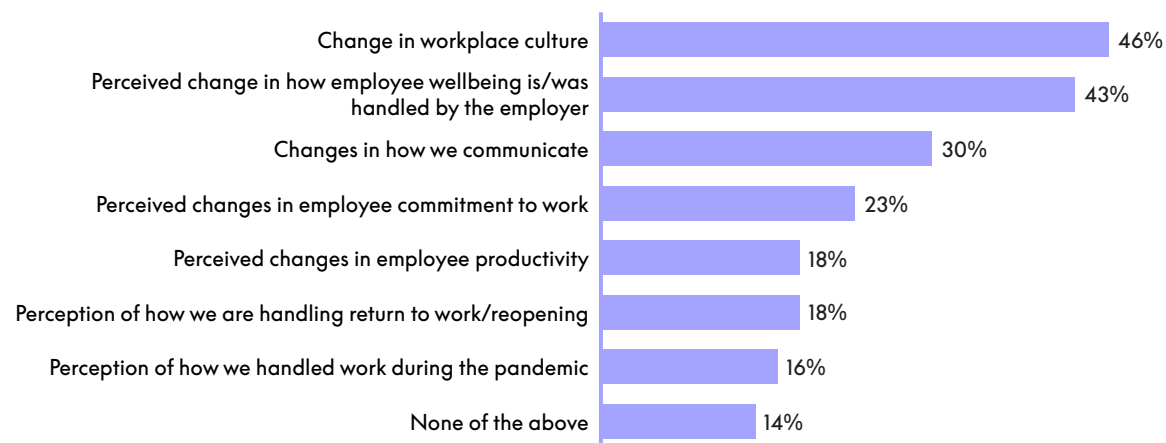
MHI score by causes of improved trust between employees and employers



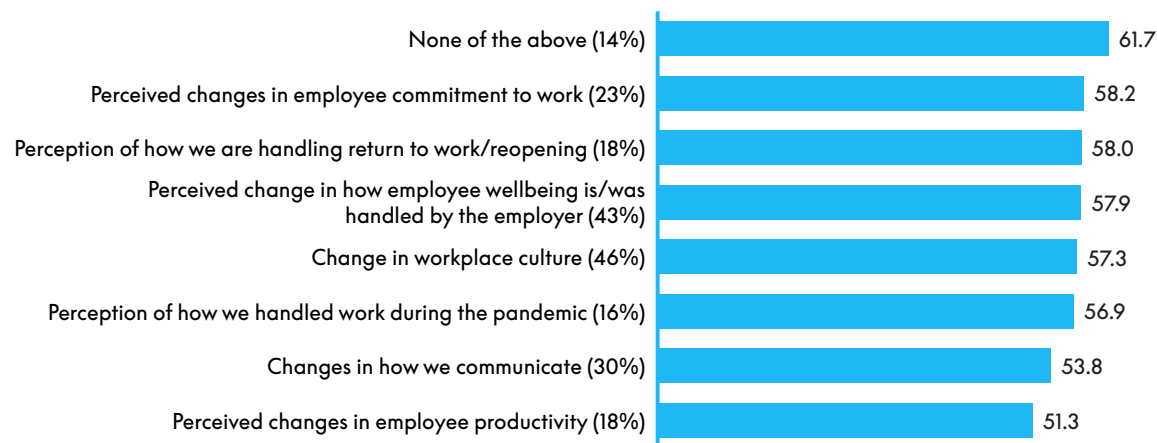
Canadians reporting a **decline** in trust between employees and their employer compared to before the pandemic were asked why the level of trust changed.

- Nearly half (46 per cent) indicate that a change in workplace culture is the reason for a decline in trust between employees and their employer compared to before the pandemic, 43 per cent report a perceived change in how employee wellbeing is/was handled contributed to the decline, and 30 per cent report a change in communication as the reason for the decline in trust.
- Respondents reporting decreased trust because of perceived changes in employee productivity have the lowest mental health score (51.3), followed by those reporting decreased trust due to changes in communication (53.8), and those reporting decreased trust because of perception of how work was handled during the pandemic (56.9).

Causes of a decline in trust between employees and employers



MHI score by causes of a decline in trust between employees and employers



Managers were asked how trust of their employees has changed compared to before the pandemic.

- Nearly three-quarters (73 per cent) indicate there has been no change in their trust of employees compared to before the pandemic, and this group has the most favourable mental health score (67.8).
- More than one in ten (12 per cent) report a decline in trust compared to before the pandemic, and these managers have the lowest mental health score (57.0), eight points below the national average (65.1).
- Nearly one in five (16 per cent) report an improvement in trust compared to before the pandemic, yet the mental health of this group is moderately better (60.4) than those who report a decline (57.0).

Managers: change in trust of employees compared to before the pandemic



MHI score by change in trust of employees compared to before the pandemic



Work effort

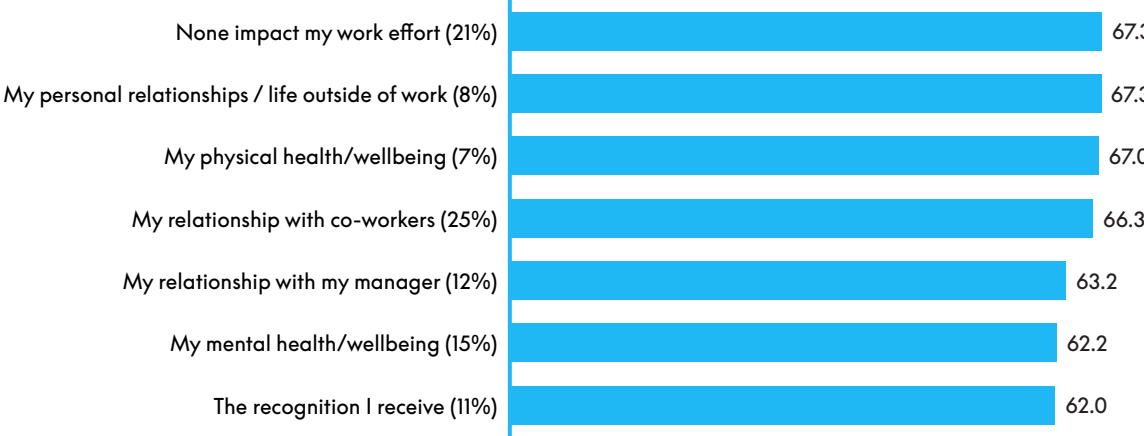
Canadians were asked which factors most **positively** impact the effort given to their work.

- One in four (25 per cent) indicate that relationships with co-workers most positively impacts the effort given to their work.
- Fifteen per cent report that their mental health/wellbeing most positively impacts the effort given to their work, and 12 per cent indicate that the relationship with their manager has the most positive impact on their work effort.
- Managers are nearly 50 per cent more likely than non-managers to report that relationships with co-workers most positively impacts their work effort.

Factors that positively impact the effort given to work



MHI score by factors that positively impact the effort given to work



- Canadians were asked which factors most **negatively** impact the effort given to their work.
- More than one in ten (14 per cent) report that their mental health/wellbeing most negatively impacts the effort given to their work, followed by 12 per cent indicating that the relationship with their manager has the most negative impact on their work effort.
 - Respondents over 50 are twice as likely as those under 40 to indicate that none of the factors impact the effort given to their work.

Factors that negatively impact the effort given to work



MHI score by factors that negatively impact the effort given to work

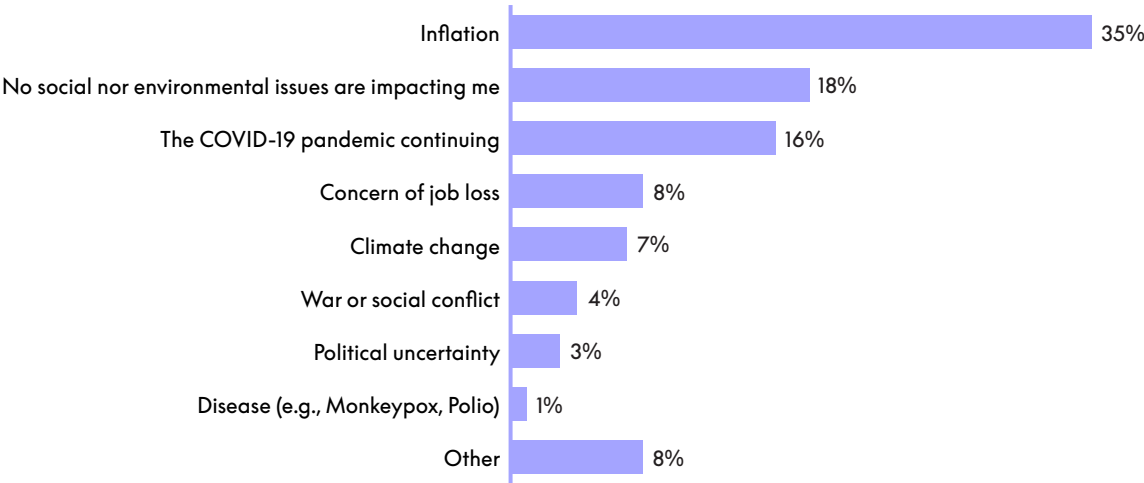


Stress

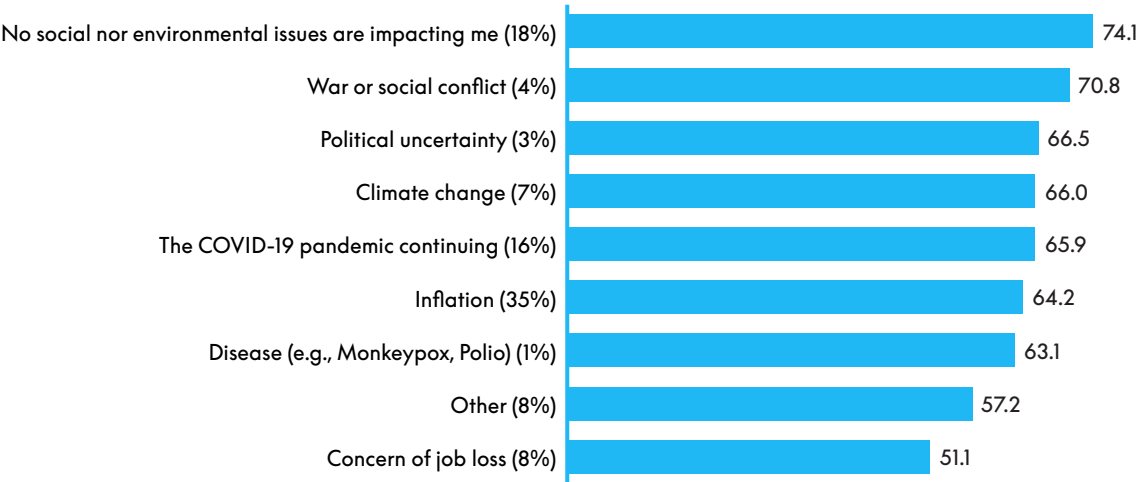
Canadians were asked about issues causing the most stress.

- More than one-third (35 per cent) identify inflation as the biggest stressor.
- Sixteen per cent are stressed about continuation of the COVID-19 pandemic and 8 per cent are concerned about job loss. Those who are most stressed over the prospect of job loss have the lowest mental health score (51.1), 14 points below the national average (65.1).

Issues that cause the most stress



MHI score by issues that cause the most stress

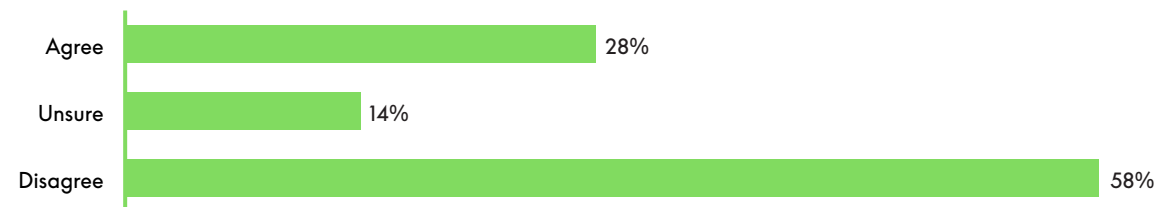


Isolation

Canadians were asked whether they feel alone more often.

- More than one-quarter (28 per cent) feel alone more often. This group has the lowest mental health score (43.5), 34 points below those who do not feel alone more often and more than 21 points below the national average (65.1). This group also has the lowest isolation score (23.1), nearly 60 points below those who do not feel alone more often.
- Nearly three in five (58 per cent) do not feel alone more often. This group has the most favourable mental health score (77.5) and the most favourable isolation score (82.2).
- Respondents under 40 are 80 per cent more likely than those over 50 to feel alone more often.

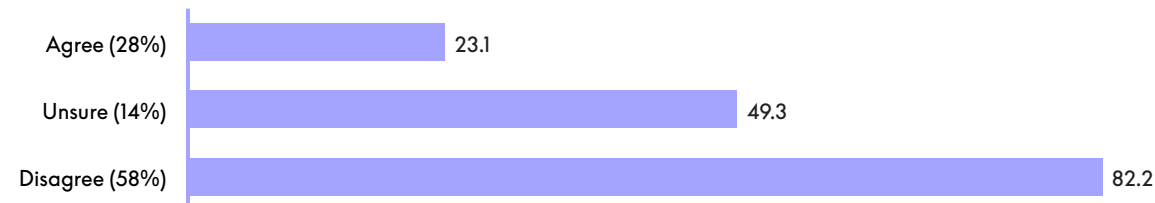
I feel alone more often



MHI score by I feel alone more often



Isolation score by I feel alone more often

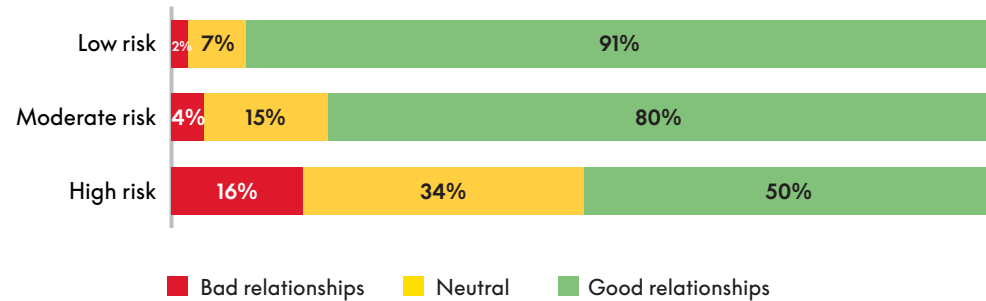


Relationship quality

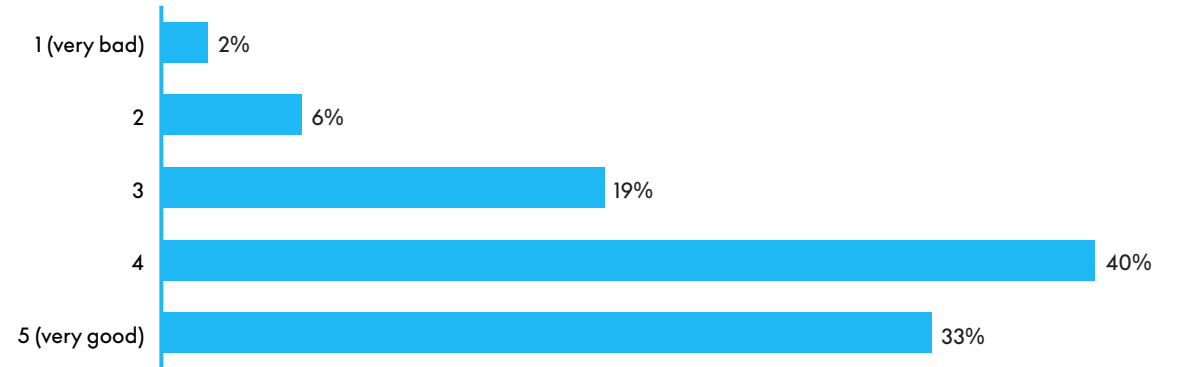
Canadians were asked to rate the quality of family relationships on a scale from one to five, with one being “very bad” and five being “very good”.

- Nearly three-quarters (73 per cent) rate the quality of family relationships as four or more. The mental health of this group is significantly higher than those who rate the quality of family relationships as bad or very bad.
- Individuals with a low mental health risk are 80 per cent more likely than those with a high mental health risk to rate the quality of family relationships more favourably.

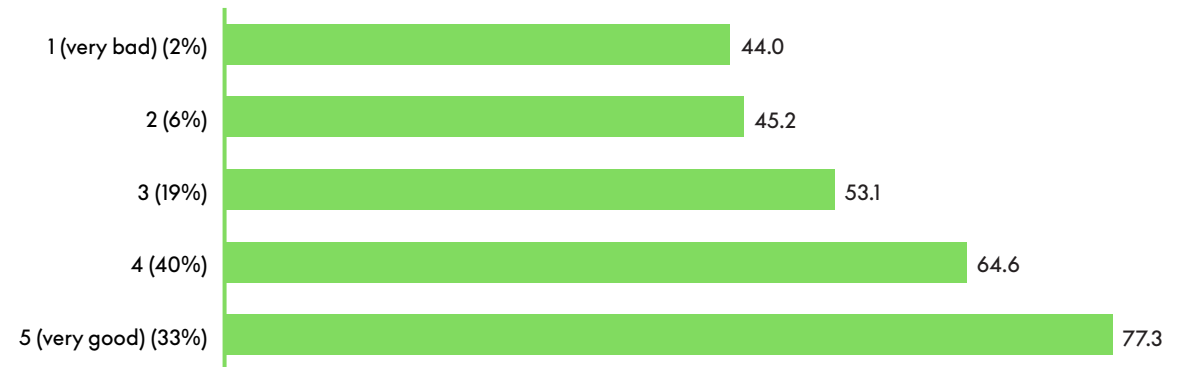
Mental health risk by quality of family relationships



Quality of family relationships



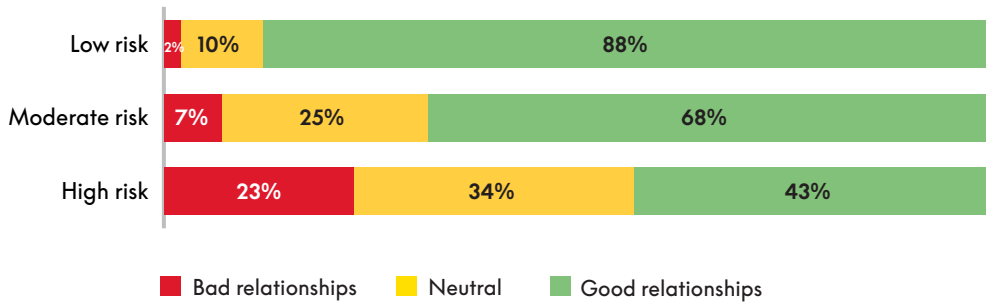
MHI score by quality of family relationships



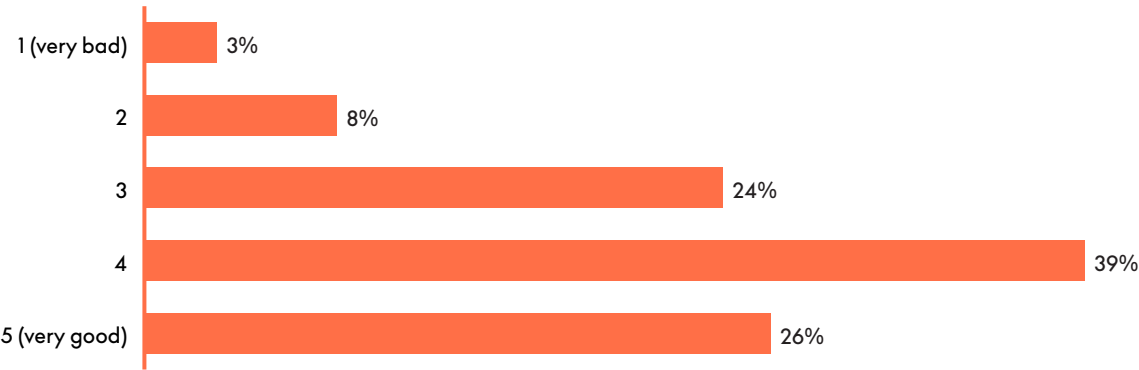
Canadians were asked to rate the quality of their friendships on a scale from one to five, with one being “very bad” and five being “very good”.

- Nearly two-thirds (65 per cent) rate the quality of their friendships as four or more. The mental health of this group is significantly higher than those who rate the quality of friendships as bad or very bad.
- Individuals with a low mental health risk are twice as likely as those with a high mental health risk to rate the quality of their friendships more favourably.

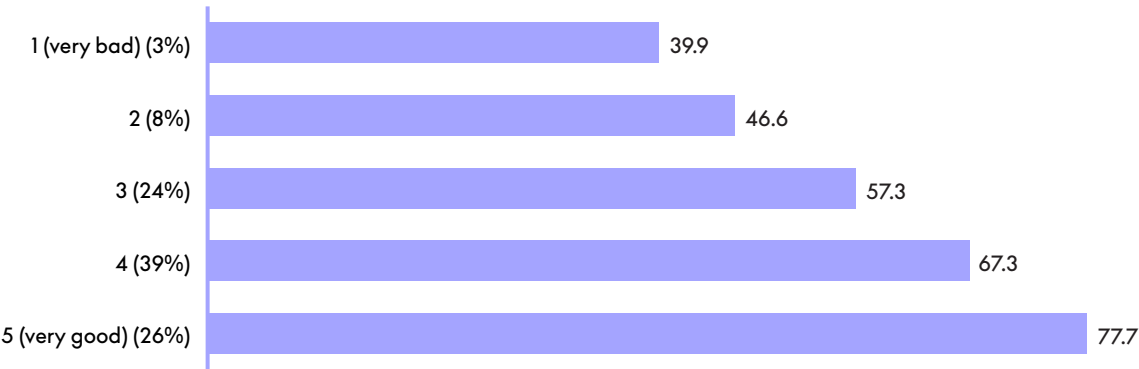
Mental health risk by quality of friendships



Quality of friendships



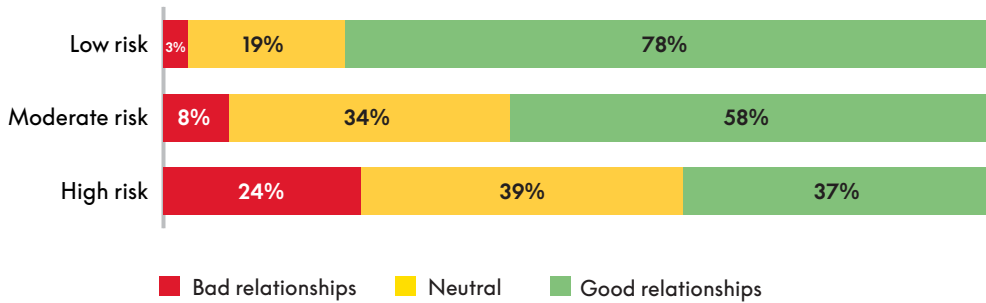
MHI score by quality of friendships



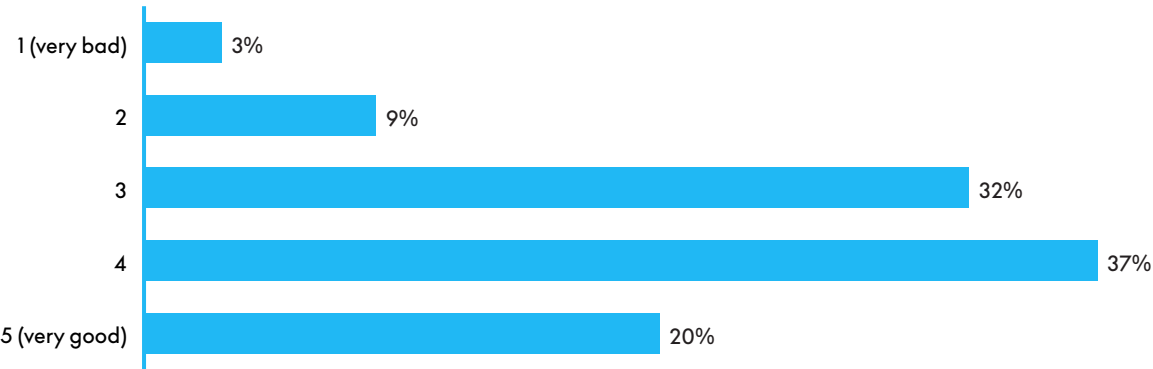
Canadians were asked to rate the quality of co-worker relationships on a scale from one to five, with one being “very bad” and five being “very good”.

- Nearly three in five (57 per cent) rate the quality of co-worker relationships as four or more. The mental health of this group is significantly higher than those who rate the quality of co-worker relationships as bad or very bad.
- Individuals with a low mental health risk are 80 per cent more likely than those with a high mental health risk to rate the quality of co-worker relationships more favourably.

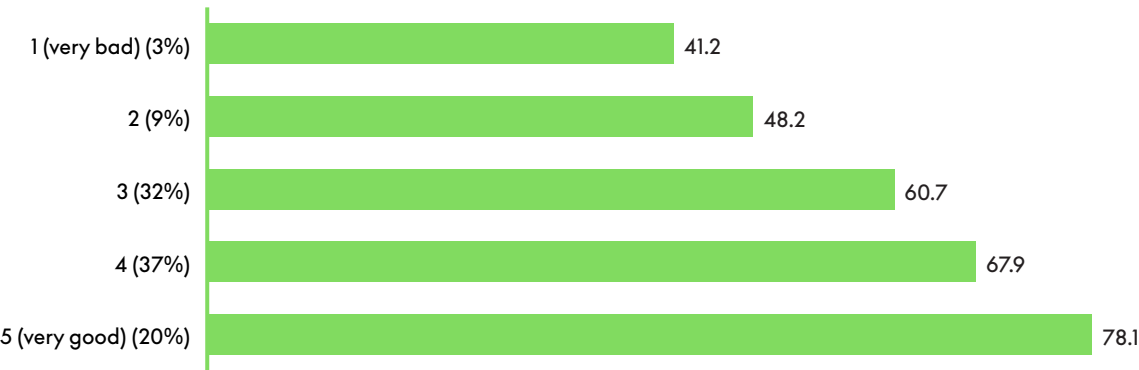
Mental health risk by quality of co-worker relationships



Quality of co-worker relationships



MHI score by quality of co-worker relationships



Mental health issues

Canadians were asked to self-report a diagnosed or undiagnosed mental health condition or issue.

- Nearly one in five (16 per cent) report having a mental health condition or issue and the mental health score of this group (46.1) is 19 points below the national average (65.1).
- Thirteen per cent are unsure about whether they have a mental health condition or issue and the mental health score of this group (50.0) is 15 points below the national average (65.1).
- Respondents under 40 are nearly three times more likely than those over 50 to self-report a diagnosed or undiagnosed mental health condition/issue.

Do you have a mental health condition or issue?



MHI score by do you have a mental health condition or issue



Canadians reporting a mental health condition or issue were asked whether it has changed compared to before the COVID-19 pandemic.

- One-third (33 per cent) report their mental health condition or issue worsened compared to before the pandemic, and this group has a mental health score (35.0) more than 30 points below the national average (65.1).
- Nearly one in four (24 per cent) indicate their mental health condition or issue improved compared to before the pandemic, yet the mental health of this group (53.1) is 12 points below the national average.
- Managers and parents are more likely to report an improvement in their mental health condition or issue compared to before the pandemic.

Change in mental health condition or issue compared to before the pandemic



MHI score by change in mental health condition/issue when compared to before the pandemic



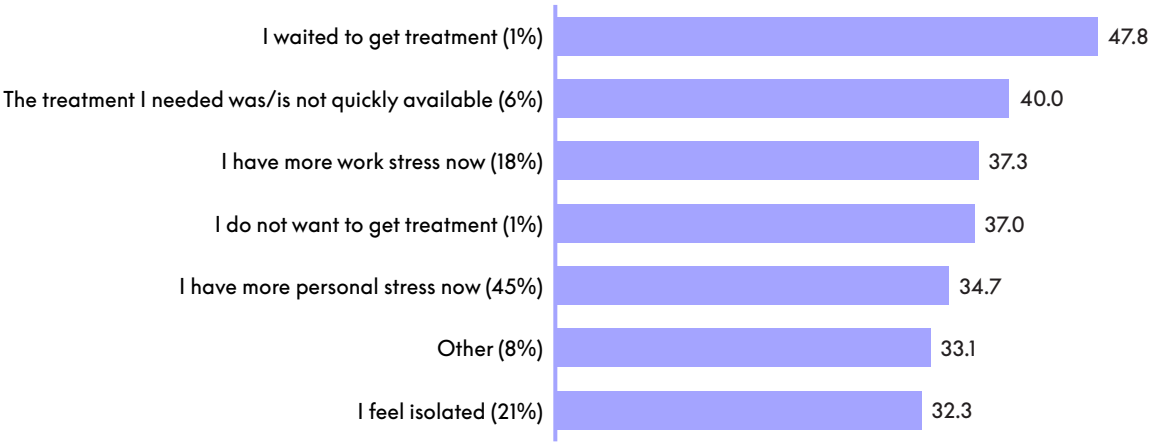
Canadians reporting a worsening of their mental health condition or issue compared to before the pandemic were asked why their condition or issue worsened.

- Nearly half (45 per cent) indicate they have more personal stress, 21 per cent report feeling isolated, and 18 per cent report more work stress as reasons for their worsened mental health condition/issue.
- The mental health scores of these groups are significantly lower than the national average. Most notably, the mental health score of respondents who feel isolated (32.3) is nearly 33 points lower than the national average (65.1).
- Women are three times more likely than men to identify work stress as the reason for their worsened mental health condition/issue.
- Respondents without children are 50 per cent more likely than parents to identify isolation as the reason for their worsened mental health condition or issue.

Reason for worsened condition or issue



MHI score by reason for worsened condition or issue



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 September 12 and September 22, 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.

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