



The Mental Health Index by TELUS Health (formerly LifeWorks).

Canada | January 2023



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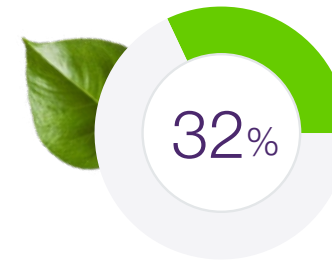
What you need to know for January 2023.

1. Despite two consecutive months of modest improvement, the mental health of working Canadians continues to be significantly strained.

- At 64.8, the mental health of Canadians improved slightly from the prior month
- 32% of Canadians have a high mental health risk, 43% have a moderate mental health risk, and 25% have a low mental health risk
- Anxiety, isolation, and work productivity continue to be the lowest mental health sub-scores
- The mental health score of managers is slightly lower than the score of non-managers and the national average
- The Maritimes has the lowest mental health score for the second consecutive month while Manitoba has the highest score, also for the second consecutive month

2. One-third of Canadians avoid being with or interacting with others and this behaviour largely started or worsened since the pandemic.

- The mental health score of respondents who avoid being with or interacting with others is more than 13 points below the national average
- 62% say their avoidance started or worsened since the pandemic began
- 21% of Canadians have difficulty controlling their emotions and the mental health score of this group is nearly 20 points below the national average
- 64% say difficulty controlling their emotions started or worsened since the pandemic began
- Younger respondents (under 40 years of age) are 70% more likely to avoid being with or interacting with others and are more than twice as likely as individuals over 50 years of age to have difficulty controlling their emotions



avoid being with or interacting with others and this started or worsened since the pandemic.



of parents **would most value mental health support** for their 18+ children.



have cut back on health-related expenses because of inflation.



say **financial pressure** is the reason for relationship decline.

3. One in five Canadians have cut back on health-related expenses due to inflation.

- 63% have cut back on discretionary spending
- 41% are staying home more
- 7% have cut back on prescription medication
- Parents are 70% more likely than non-parents to cut back on expenses related to their health
- Individuals without emergency savings are at least twice as likely to cut back on prescription medication and expenses related to their health compared to individuals with emergency savings
- The mental health score of respondents who cut back on prescription medication is more than 18 points below the national average; respondents who cut back on expenses related to their health have a mental health score more than 12 points below the national average

4. Nearly one in five Canadians say financial pressure is the reason for a decline in their marital/partner relationship.

- More than one in ten Canadians report a decline in their marital/personal relationships since the pandemic began
- 19% say financial pressure is the reason for a decline in their marital/partner relationship
- The mental health score of respondents indicating that their marital/partner relationship has declined because of financial pressure is 22 points below the national average
- Parents are 60 per cent more likely than non-parents to report financial pressure as the reason for a decline in their relationship

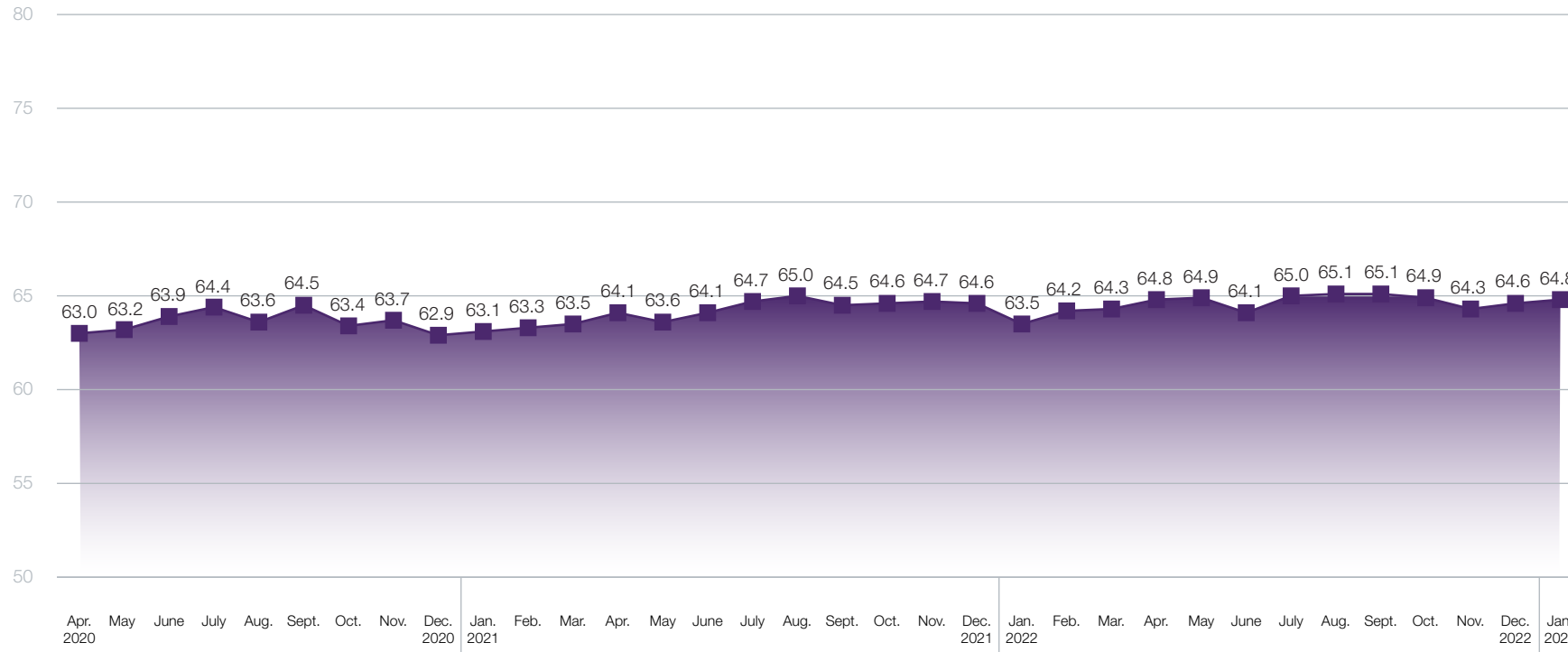
5. One in four parents would most value mental health support for their children 18 years of age and older.

- 27% of parents with children under 18 years of age are concerned about their children's behaviour; among them, 63% say the behaviour started or worsened since the pandemic
- 19% of parents with children 18 years of age and older are concerned about their children's behaviour; among them, 60% say the behaviour started or worsened since the pandemic
- The mental health and work productivity scores of parents concerned about their children's behaviour are lower than parents not concerned about their children's behaviour
- 34% of parents with children under 18 years of age say flexible work is the most valued support from their employer as it relates to the wellbeing of their children
- 25% of parents with children 18 years of age and older and 17% of parents with children under 18 years of age most value mental health support for their children



The Mental Health Index™

The overall Mental Health Index for January 2023 is 64.8 points, a modest improvement for the second consecutive month.



MHI Current Month
January 2023

64.8

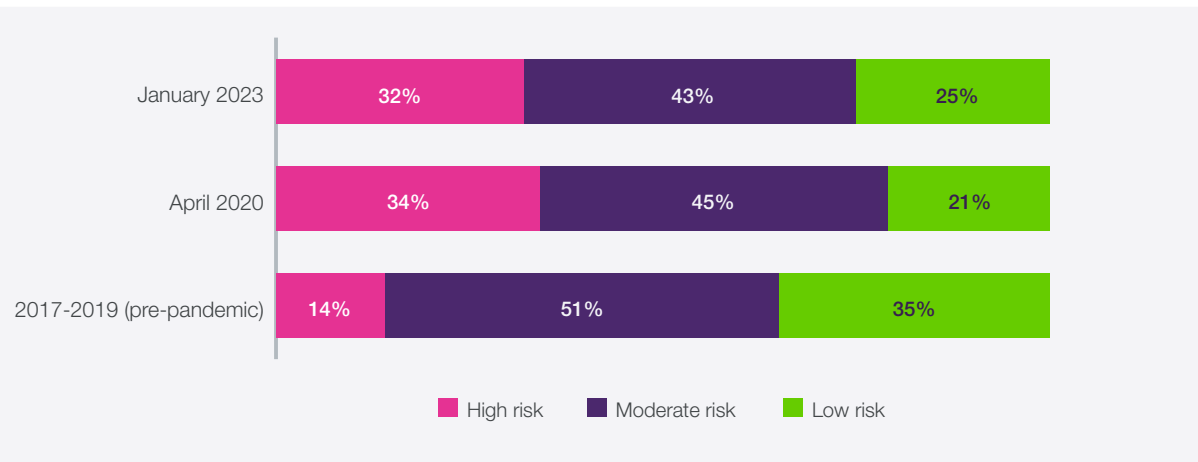
December 2022

64.6

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

Mental health risk

In January 2023, 32 per cent of Canadians have a high mental health risk, considerably higher than the 14 per cent before the pandemic, 43 per cent have a moderate mental health risk, and 25 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. Prior to 2020, 14 per cent of Canadians had a high mental health risk, 51 per cent had a moderate mental health risk, and 35 per cent had a low mental health risk.

Mental Health Index™ sub-scores.

For the ninth consecutive month, the lowest Mental Health Index™ sub-score is for the risk measure of anxiety (58.4). Isolation (61.0), work productivity (62.8), depression (63.0), optimism (65.9), and financial risk (69.7) follow. General psychological health (71.8) continues to be the most favourable mental health measure in January 2023.

- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for nine consecutive months
- The work productivity and general psychological health sub-scores have declined from December 2022
- Isolation, financial risk, and anxiety sub-scores improved modestly from the prior month

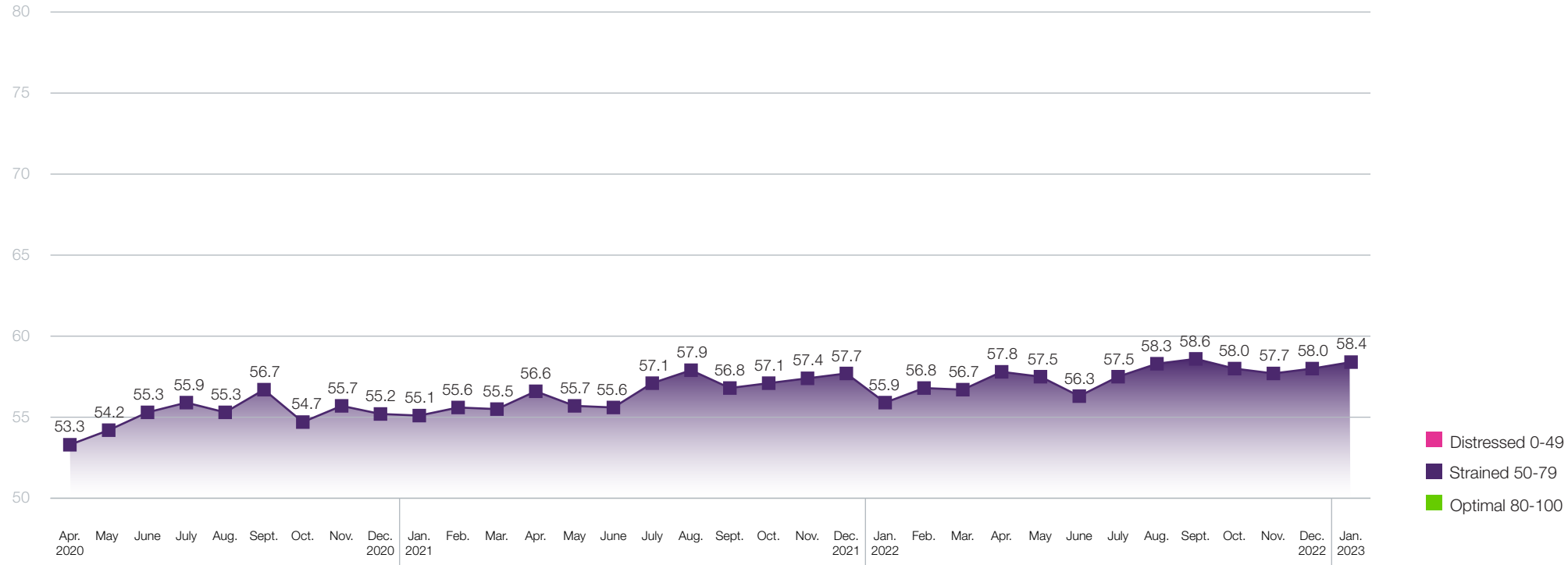
Mental Health Index™ Sub-scores ¹	January 2023	December 2022
Anxiety	58.4	58.0
Isolation	61.0	60.6
Work productivity	62.8	62.9
Depression	63.0	63.0
Optimism	65.9	65.9
Financial risk	69.7	69.3
Psychological health	71.8	72.1



¹ The demographic breakdown of sub-scores is available upon request.

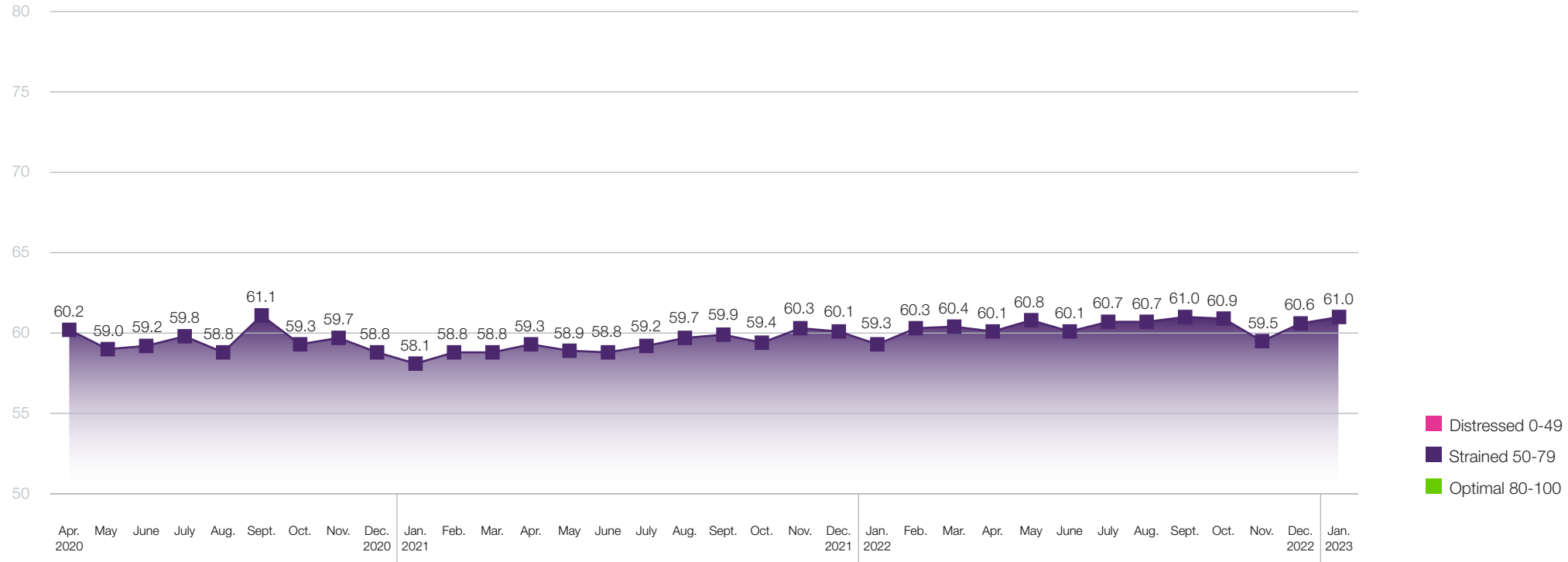
Anxiety

The anxiety sub-score has fluctuated since the launch of the Index in April 2020. After reaching its high in September 2022, the anxiety score declined through November. Despite modest improvements for two months, anxiety continues to be the lowest mental health sub-score for the ninth consecutive month.



Isolation

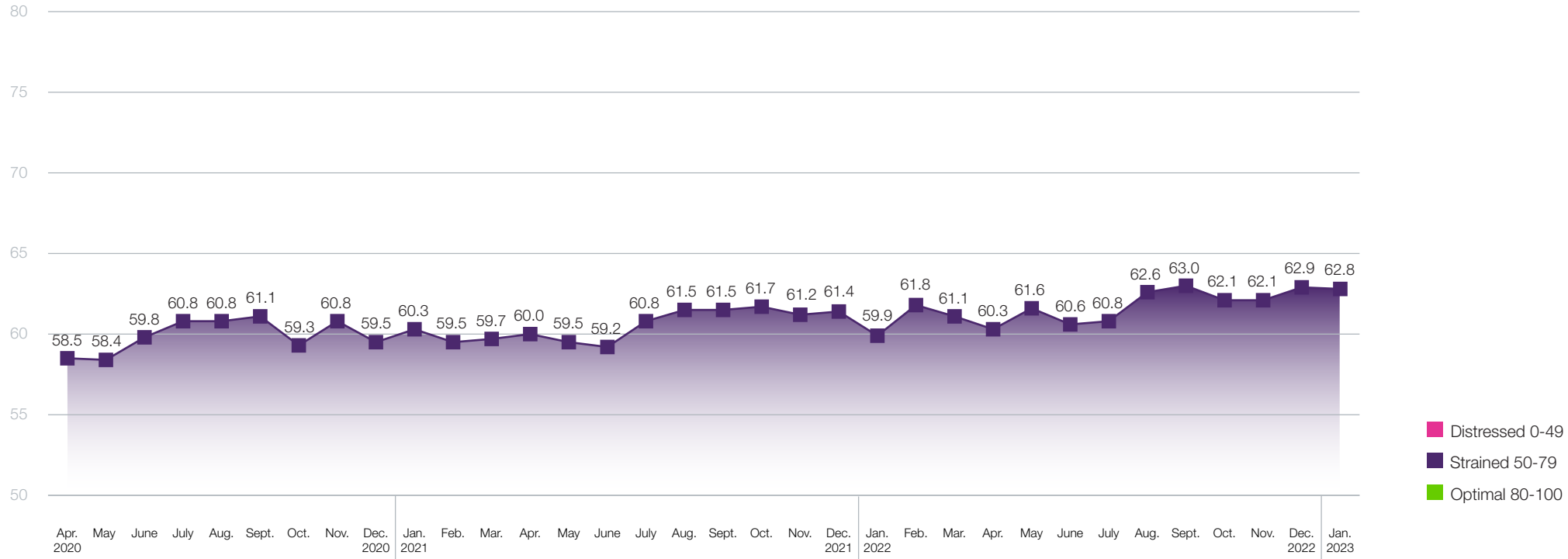
With only one notable increase in September 2020, the isolation sub-score has made incremental improvements. Following a one-point decline in November, the isolation sub-score rebounded in December 2022. Another modest improvement is recorded in January 2023; however, isolation continues to be the second lowest mental health sub-score – behind anxiety – for nine consecutive months.



Work productivity

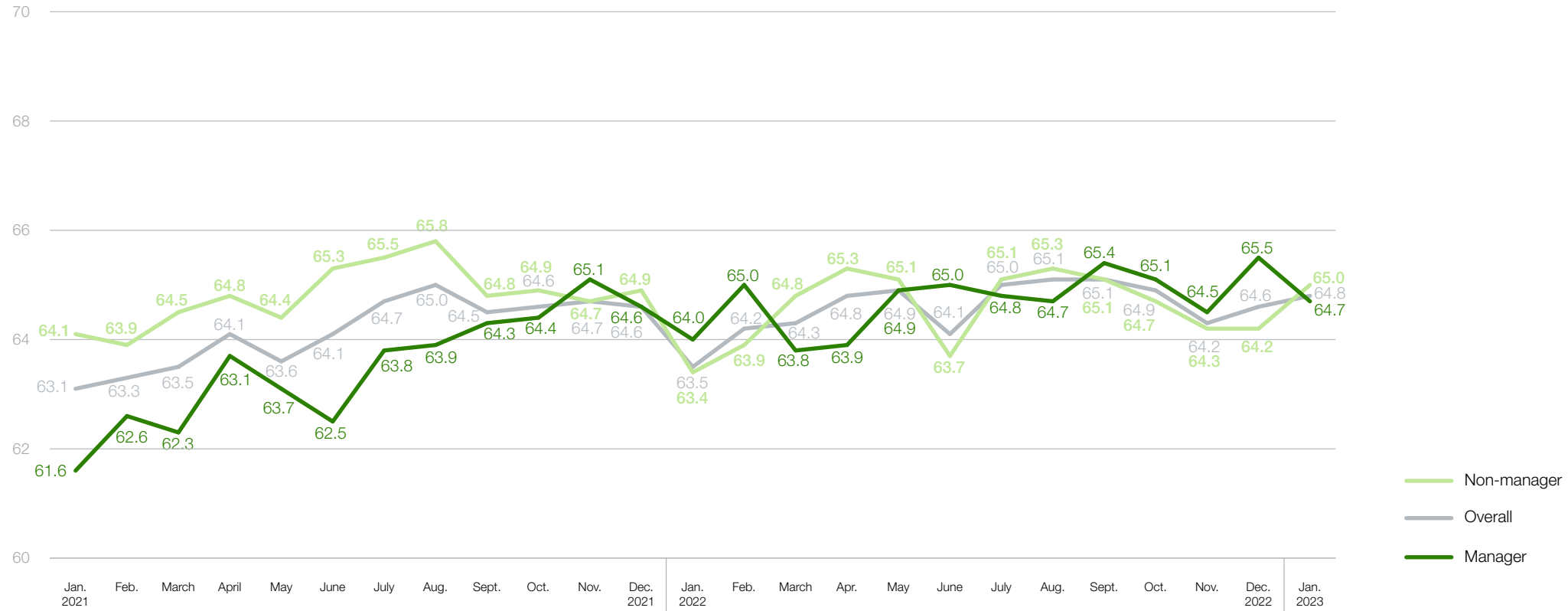
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With multiple periods of improvement followed by declines, the work productivity score has been inconsistent since the launch of the MHI in April 2020. Following two months of stagnation, the work productivity sub-score improved nearly one point in December 2022 but fell slightly (0.1 point) in January 2023.



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 January 2023, managers have a slightly lower mental health score (64.7) than non-managers (65.0) and the national average (64.8).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In January 2023, the mental health score of women is 62.4 compared to 67.2 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. Nearly three years later, this pattern continues with a lower score for individuals with at least one child (62.3) than individuals without children (65.8)

Employment

- Overall, four per cent of respondents are unemployed² and eight per cent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (50.1), followed by individuals working fewer hours (56.2), individuals not currently employed (62.9), and individuals with no change to salary or hours (65.8)
- Managers have a slightly lower mental health score (64.7) than non-managers (65.0)
- Self-employed individuals have the highest mental health score (67.2)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (63.0)



Emergency savings

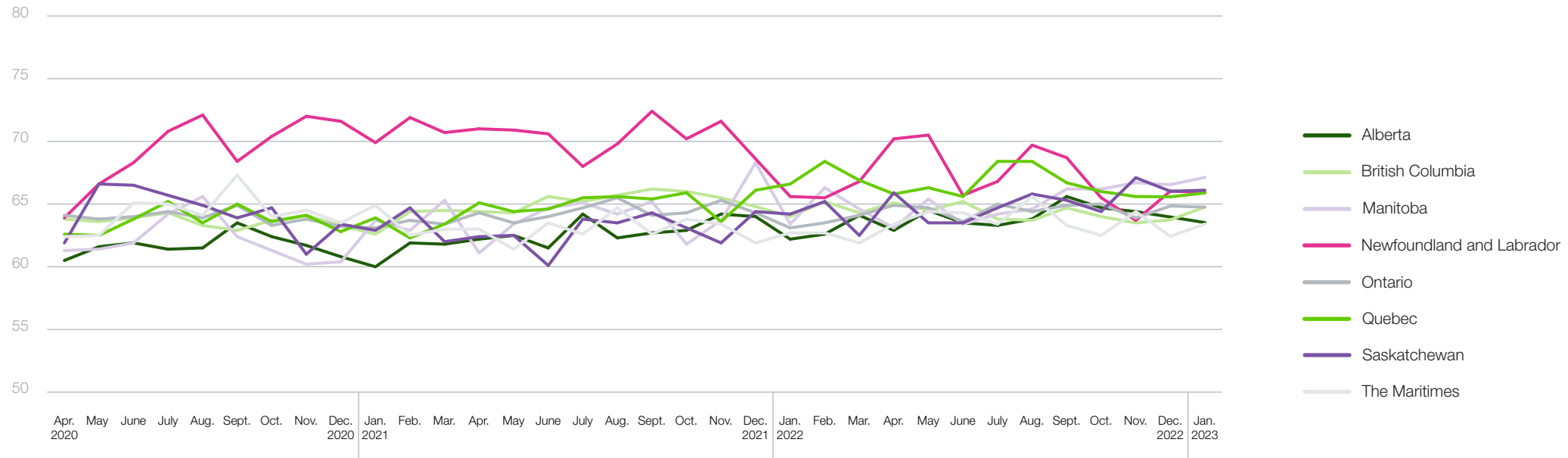
- Individuals without emergency savings continue to experience a lower mental health score (42.6) than the overall group (64.8). Individuals with emergency savings have a mental health score of 74.4

² 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. Since September 2022, mental health scores in Alberta, Quebec and Newfoundland and Labrador have showed a declining trend while scores in Saskatchewan and Manitoba have shown modest improvement. In January 2023, Alberta and Newfoundland and Labrador have declines in mental health while all other provinces have improved or remain unchanged from the prior month.

- The mental health score in the Maritimes continues to be lowest (63.4), despite a 1-point improvement from December 2022
- With a 0.6-point improvement, the mental health score in Manitoba is highest (67.1)



Employment status	Jan. 2023	Dec. 2022
Employed (no change in hours/salary)	65.8	65.6
Employed (fewer hours compared to last month)	56.2	55.2
Employed (reduced salary compared to last month)	50.1	49.6
Not currently employed	62.9	63.9

Age group	Jan. 2023	Dec. 2022
Age 20-29	55.1	54.6
Age 30-39	59.1	58.2
Age 40-49	62.6	62.4
Age 50-59	65.5	66.0
Age 60-69	71.7	72.3

Number of children	Jan. 2023	Dec. 2022
No children in household	65.8	65.6
1 child	62.6	62.8
2 children	62.2	61.6
3 children or more	60.6	61.5

Province	Jan. 2023	Dec. 2022
Alberta	63.5	64.0
British Columbia	64.8	63.7
Manitoba	67.1	66.5
Newfoundland and Labrador	65.9	66.0
The Maritimes	63.4	62.4
Quebec	65.9	65.6
Ontario	64.8	64.8
Saskatchewan	66.1	66.0

Gender	Jan. 2023	Dec. 2022
Men	67.2	66.8
Women	62.4	62.6

Household income	Jan. 2023	Dec. 2022
<\$30K/annum	56.0	52.5
\$30K to <\$60K/annum	61.3	61.0
\$60K to <\$100K	63.3	64.1
\$100K to <\$150K	67.6	67.1
\$150K or more	70.1	71.5

Employer size	Jan. 2023	Dec. 2022
Self-employed/sole proprietor	67.2	67.3
2-50 employees	64.8	65.5
51-100 employees	63.5	62.8
101-500 employees	64.1	64.0
501-1,000 employees	63.0	63.7
1,001-5,000 employees	66.6	65.3
5,001-10,000 employees	64.5	62.2
More than 10,000 employees	65.1	64.8

Manager	Jan. 2023	Dec. 2022
Manager	64.7	65.5
Non-manager	65.0	64.2

Numbers highlighted in pink 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 Food Services have the lowest mental health score (57.8) in January 2023, followed by individuals working in Agriculture, Forestry, Fishing and Hunting (61.1), and Accommodation (61.9).

Respondents employed in Professional, Scientific and Technical Services (70.5), Warehousing (69.2), and Transportation (69.0) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	January 2023	December 2022	Change
Wholesale Trade	65.8	61.2	4.6
Construction	66.9	62.9	4.0
Mining, Quarrying, and Oil and Gas Extraction	67.9	65.3	2.5
Arts, Entertainment and Recreation	62.3	59.8	2.5
Finance and Insurance	63.6	61.9	1.7
Utilities	66.3	65.1	1.2
Public Administration	66.4	65.4	1.0
Professional, Scientific and Technical Services	70.5	69.7	0.8
Manufacturing	65.6	64.8	0.7
Health Care and Social Assistance	62.5	61.9	0.6
Agriculture, Forestry, Fishing and Hunting	61.1	60.6	0.5
Other services (except Public Administration)	66.6	66.6	0.1
Other	63.1	63.7	-0.6
Educational Services	64.0	65.5	-1.5
Retail Trade	64.6	66.7	-2.1
Automotive Industry	67.0	69.9	-3.0
Real Estate, Rental and Leasing	64.9	70.0	-5.1
Management of Companies and Enterprises	66.1	73.1	-7.0
Food Services ³	57.8	-	-
Accommodation	61.9	-	-
Technology	63.8	-	-
Administrative and Support services	65.1	-	-
Media and Telecommunications	65.6	-	-
Transportation	69.0	-	-
Warehousing	69.2	-	-

³ New for 2023: Food Services, Accommodation, Administrative and Support Services, Media and Telecommunications, Transportation, Warehousing.

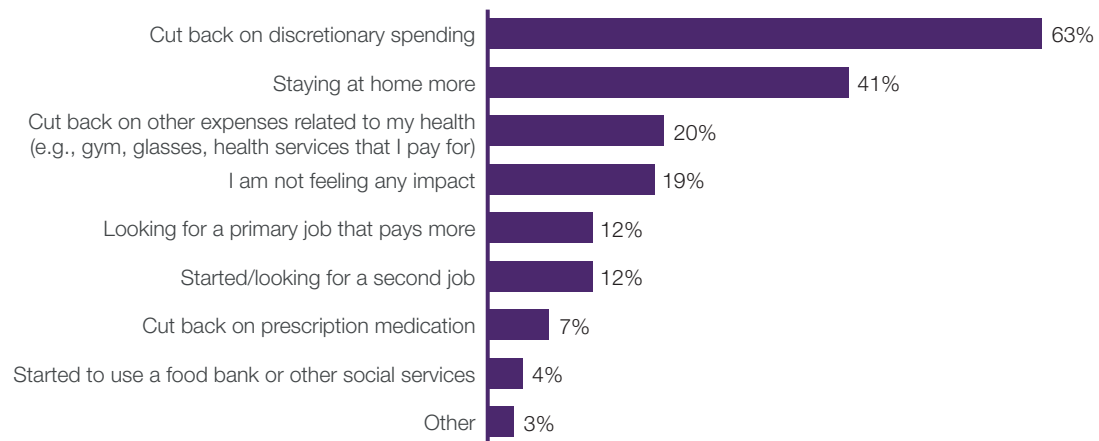
Spotlight

Inflation

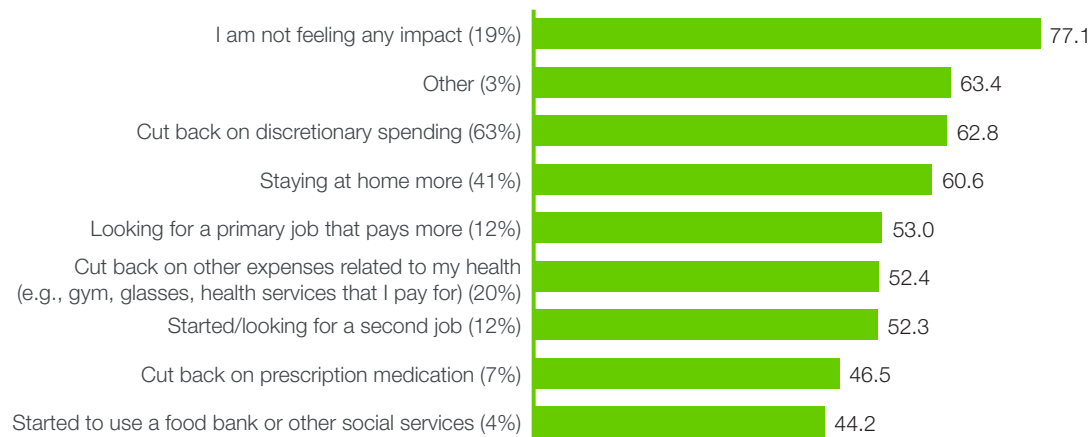
Canadians were asked about the impact they have experienced because of inflation.

- Nearly two-thirds (63 per cent) have cut back on discretionary spending, 41 per cent are staying at home more often, and 20 per cent have cut back on expenses related to their health
- Nearly one in five (19 per cent) are not feeling any impact, and this group has the highest mental health score (77.1), more than 12 points above the national average (64.8)
- Parents are 70 per cent more likely than non-parents to cut back on expenses related to their health
- Individuals without emergency savings are more than three times as likely to cut back on prescription medication compared to respondents with emergency savings
- Individuals without emergency savings are more than twice as likely to cut back on expenses related to their health compared to respondents without emergency savings
- Individuals with emergency savings are more than three times as likely to not feel any impact due to inflation compared to individuals without emergency savings

Impact experienced due to inflation.



MHI score by “Impact experienced due to inflation”.



Avoidance

Canadians were asked whether they avoid being with or interacting with others.

- Nearly one-third (32 per cent) avoid being with or interacting with others, and this group has the lowest mental health score (51.3), more than 13 points below the national average (64.8)
- More than half (52 per cent) do not avoid being with or interacting with others, and this group has the highest mental health score (74.8), 10 points above the national average
- Respondents under 40 years of age are nearly 70 per cent more likely than individuals over 50 to avoid being with or interacting with others
- More than three in five (62 per cent) report their avoidance started or worsened since the pandemic began, and this group has the lowest mental health score (48.4), more than 16 points below the national average (64.8)



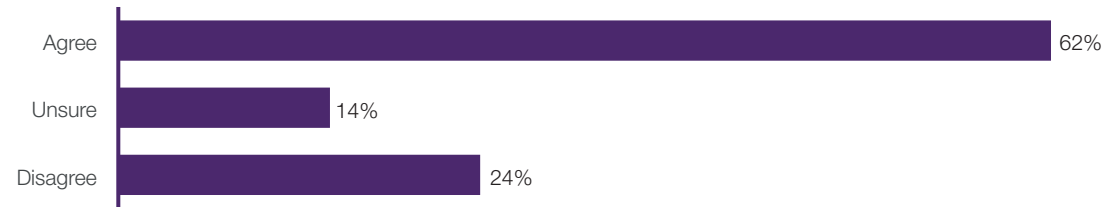
I avoid being with or interacting with others.



MHI score by “I avoid being with or interacting with others”.



This avoidance started or worsened since the pandemic began.



MHI score by “This avoidance started or worsened since the pandemic began”.

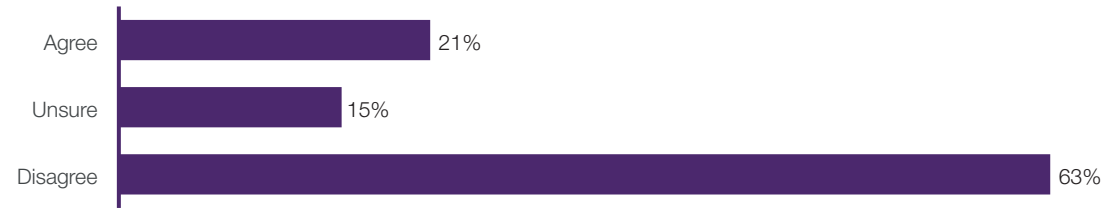


Control

Canadians were asked whether they often have difficulty controlling their emotions.

- More than one in five (21 per cent) often have difficulty controlling their emotions, and this group has the lowest mental health score (45.2), nearly 20 points below the national average (64.8)
- Nearly two-thirds (63 per cent) do not have difficulty controlling their emotions, and this group has the highest mental health score (74.1), nearly 10 points above the national average (64.8)
- Respondents under 40 years of age are more than twice as likely than individuals over 50 to have difficulty controlling their emotions
- Individuals without emergency savings are more than five times as likely as respondents with emergency savings to have difficulty controlling their emotions
- Parents are 50 per cent more likely than non-parents to have difficulty controlling their emotions
- Nearly two-thirds (64 per cent) report the difficulty controlling their emotions started or worsened since the pandemic began, and this group has the lowest mental health score (43.0), nearly 22 points below the national average (64.8)

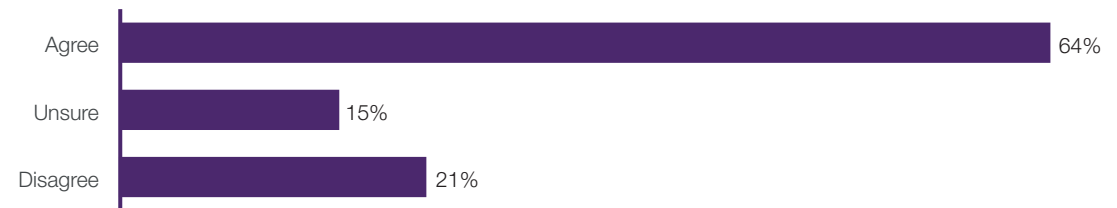
I often have difficulty controlling my emotions.



MHI score by “I often have difficulty controlling my emotions”.



This difficulty started or worsened since the pandemic began.



MHI score by “This difficulty started or worsened since the pandemic began”.



Marital/partner relationships

Canadians were asked how their marital/partner relationship has changed compared to before the pandemic.

- Thirteen per cent indicate their marital/partner relationship has declined compared to before the pandemic, and this group has the lowest mental health score (48.1), nearly 17 points below the national average (64.8)
- More than one in ten (11 per cent) report their marital/partner relationship has improved compared to before the pandemic, and this group has a mental health score (66.9) two points above the national average (64.8)
- Three-quarters (75 per cent) indicate that nothing has changed in their marital/partner relationship compared to before the pandemic, and this group has the highest mental health score (68.1), more than 3 points above the national average (64.8)
- Respondents under 40 years of age are more than twice as likely than individuals over 50 years of age to report their marital/partner relationship improved compared to before the pandemic



Change in marital/partner relationship compared to before the pandemic.



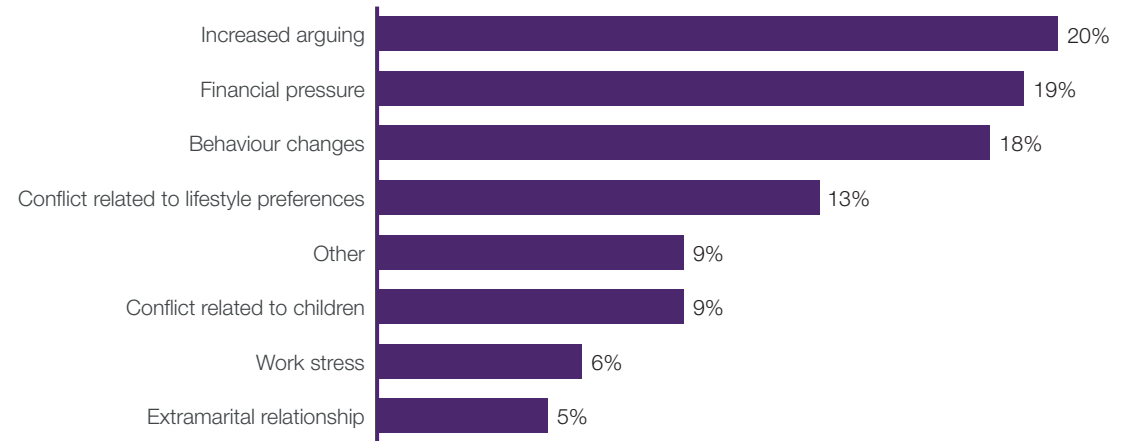
MHI score by “Change in marital/partner relationship compared to before the pandemic”.



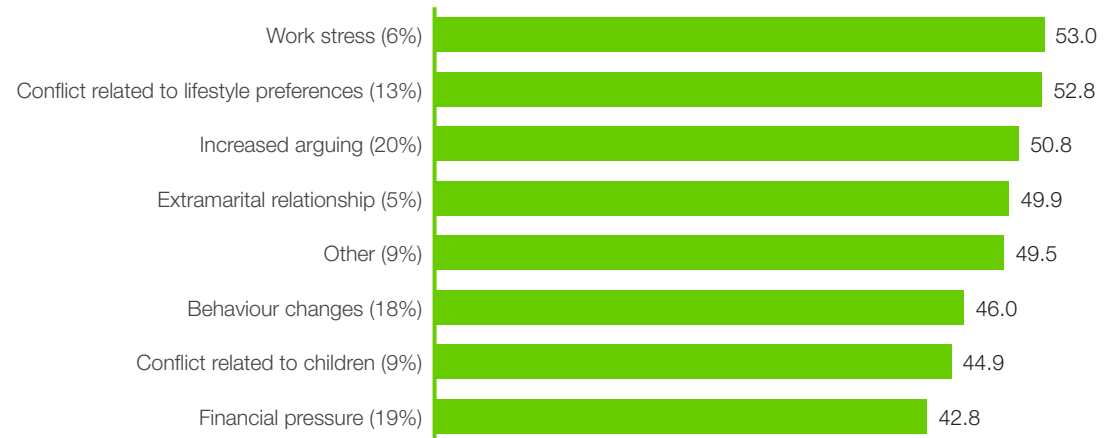
Canadians reporting a decline in their marital/partner relationship were asked for the reasons.

- One in five (20 per cent) report increased arguing, 19 per cent report financial pressure, 18 per cent report behaviour changes, and 13 per cent report conflict related to lifestyle preferences as reasons for a decline in their relationship
- The lowest mental health score (42.8) is among 19 per cent reporting financial pressure as the reason for a decline in their relationship
- Respondents under 40 years of age are three times more likely than individuals 50 years of age and older to report conflict related to children as the reason for a decline in their relationship
- Respondents over 50 years of age are nearly two times more likely than individuals under 40 years of age to report increased arguing as the reason for a decline in their relationship
- Parents are 60 per cent more likely than non-parents to report financial pressure as the reason for a decline in their relationship
- Individuals with an annual household income lower than \$100,000 are nearly 80 per cent more likely to report financial pressure as the reason for a decline in their relationship compared to individuals with an annual household income greater than \$100,000

Reason for a decline in marital/partner relationship.



MHI score by “Reason for a decline in marital/partner relationship”.



Wellbeing of children

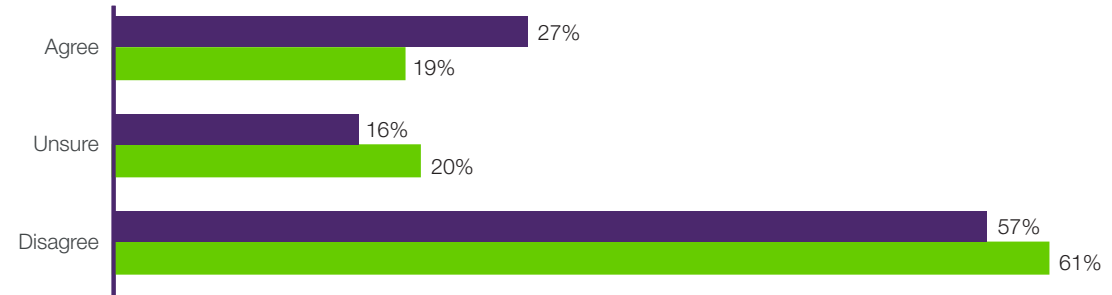
Canadian parents were asked whether they are concerned about their children's behaviour.

- More than one-quarter (27 per cent) of parents with children under 18 years of age are concerned about their children's behaviour, compared to 19 per cent of parents with children 18 years of age and older
- The mental health and work productivity scores of parents concerned about their children's behaviour are lower than parents not concerned about their children's behaviour
- Parents with children 18 years of age and older have better mental health and work productivity scores than parents with children under 18 years of age



■ Parents with children under 18 years old
■ Parents whose children are 18 or older

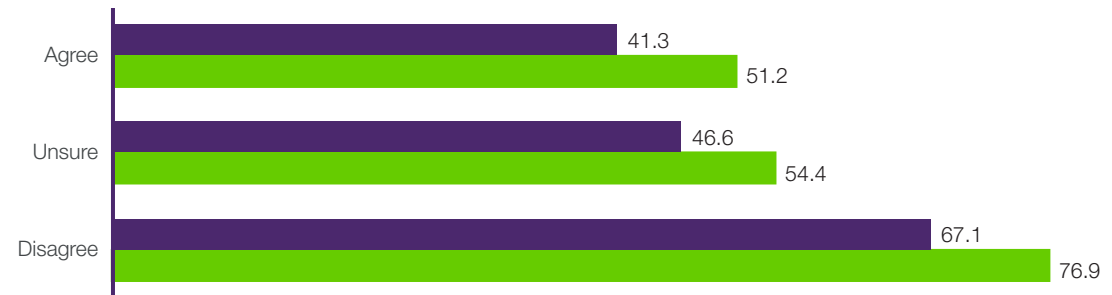
My child or children are experiencing behaviour that I am concerned about.



MHI score by “My child or children are experiencing behaviour that I am concerned about”.



Work productivity score by “My child or children are experiencing behaviour that I am concerned about”.

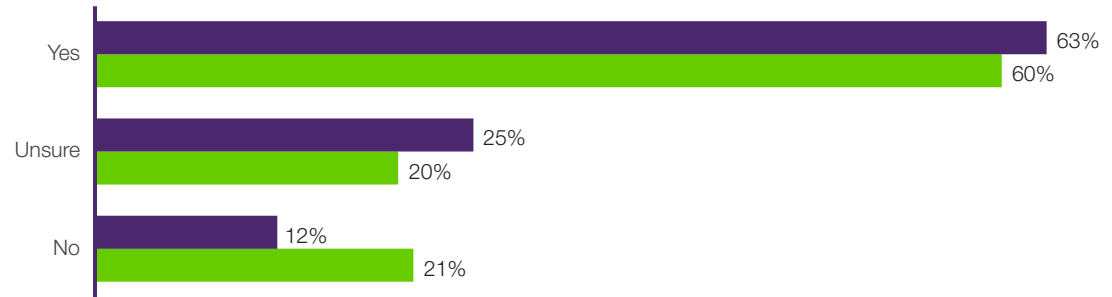


Nearly two-thirds (63 per cent) of parents with children under 18 years of age report the behaviour started or worsened since the pandemic began, compared to 32 per cent of parents with children 18 years of age and older. The mental health and work productivity scores of parents reporting this behaviour started or worsened since the pandemic began are lower than parents who disagree.



■ Parents with children under 18 years old
 ■ Parents whose children are 18 or older

This behaviour started or worsened since the pandemic.



MHI score by “This behaviour started or worsened since the pandemic”.



Work productivity score by “This behaviour started or worsened since the pandemic”.

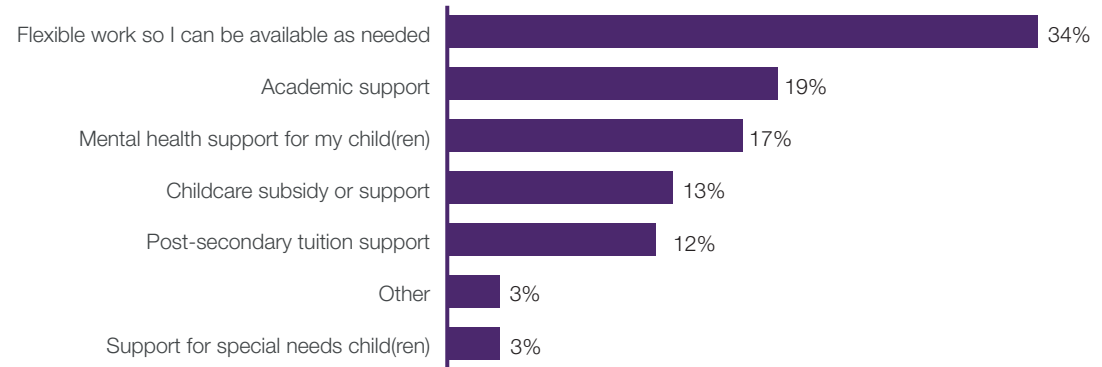


Canadian parents were asked what would be most valuable as it relates to the wellbeing of their children.

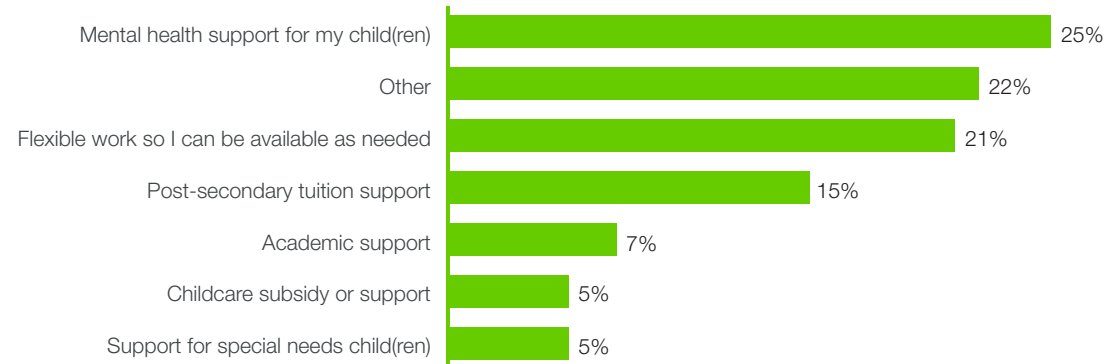
- More than one-third (34 per cent) of parents with children under 18 years of age report flexible work as most valued for the wellbeing of their children, 19 per cent report academic support, and 17 per cent report mental health support
- Parents whose children are 18 years old or older report mental health support (25 per cent) as most valued for the wellbeing of their children, followed by other (22 per cent) which consists largely of financial support, and flexible work (21 per cent)



Most valued for the wellbeing of children under 18 years of age.



Most valued for the wellbeing of children 18 years of age and older.



Remote work

Canadians were asked whether they can work flexibly.

- Nearly one-third (30 per cent) cannot work flexibly, and this group has the lowest mental health score (62.3) more than two points below the national average (64.8)
- More than one-third (35 per cent) can work flexibly most or all the time, and this group has the highest mental health score (69.0), more than four points above the national average (64.8)
- Parents are 40 per cent more likely than non-parents to report they can work flexibly some of the time



I am able to work flexibly.



MHI score by “I am able to work flexibly”.

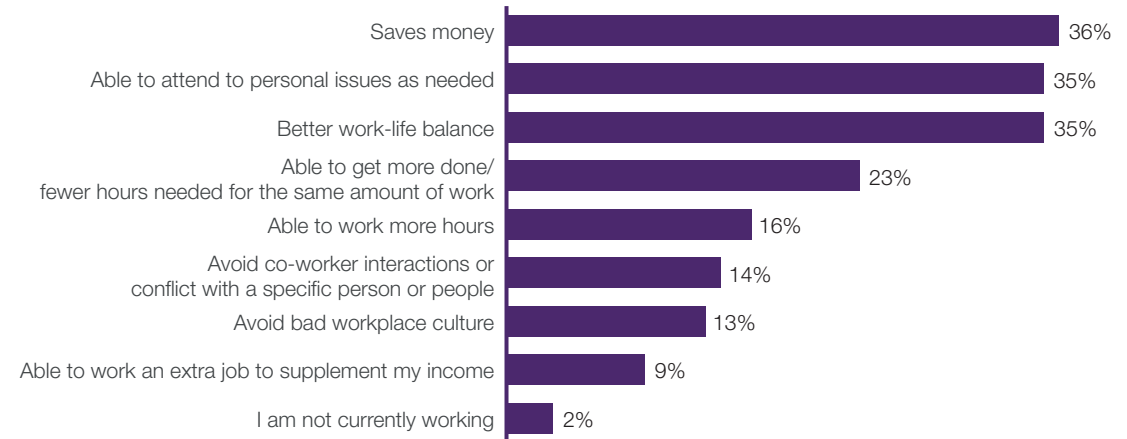


Canadians were asked about the advantages they have experienced from remote work.

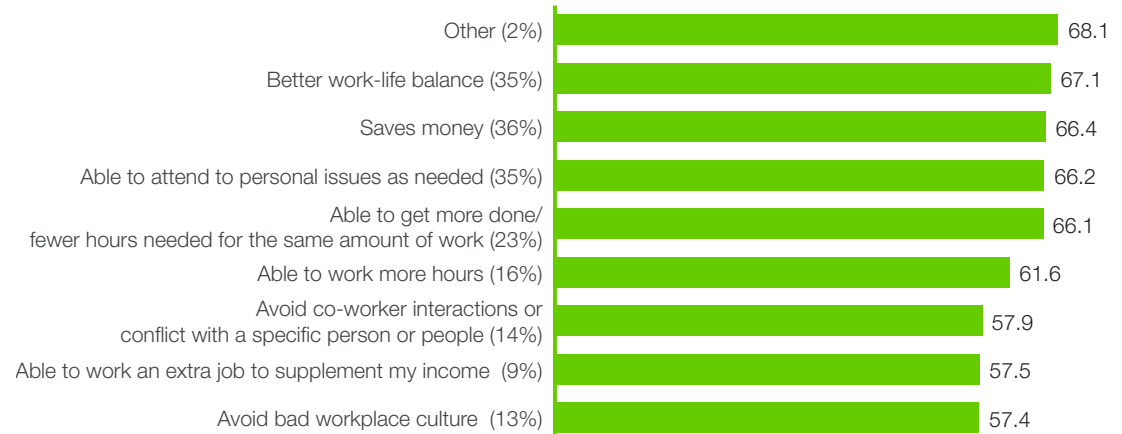
- More than one-third (36 per cent) report that working remotely saves money, 35 per cent report being able to attend to personal issues when needed, and 35 per cent report better work-life balance
- The lowest mental health score (57.4) is among 13 per cent of respondents who report avoiding bad workplace culture as an advantage to remote work
- Managers are 70 per cent more likely than non-managers reporting working more hours as an advantage of remote work
- Respondents under 40 years of age are two and half times more likely than individuals over 50 years of age to report working an extra job to supplement their income as an advantage of working remotely



Advantages experienced from remote work.



MHI score by “Advantages experienced from remote work”.

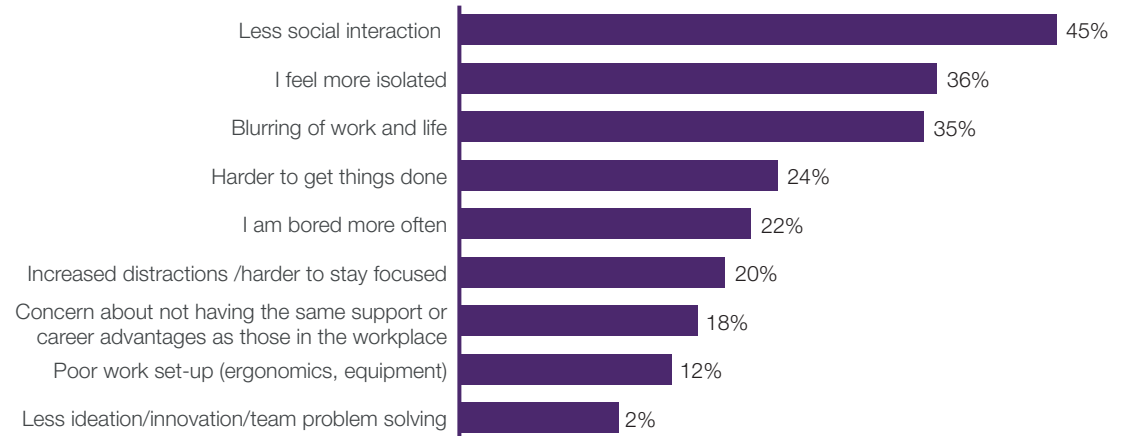


Canadians were asked about the disadvantages they have experienced from remote work.

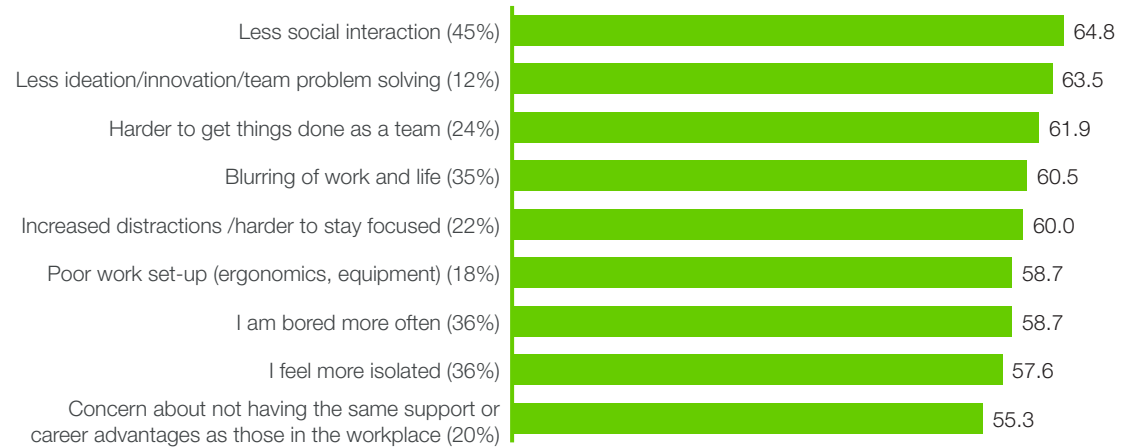
- Nearly half (45 per cent) report having less social interaction as a disadvantage of remote work, 36 per cent report feeling more isolated, and 35 per cent report blurring of work and life
- The lowest mental health score (55.3) is among 20 per cent of individuals concerned about not having the same support or career advantages as those in the workplace
- Managers are more than twice as likely as non-managers to be concerned about not having the same support or career advantages as those in the workplace
- Respondents under 40 years of age are more than twice as likely as individuals over 50 years of age to be concerned about not having the same support or career advantages as those in the workplace



Disadvantages experienced from remote work.



MHI score by “Disadvantages experienced from remote work”.



Overview of the Mental Health Index by TELUS Health (formerly 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 January 17 and January 24, 2023.

Calculations

Beginning in May 2022, corresponding to year 3 of the Mental Health Index, 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.

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