

The Mental Health Index by LifeWorks™

Canada | June 2021



Table of contents

1 June 2021 highlights	3	4 Mental Health Index™ (industry)	13	8 Spotlight	19
One in five Canadians indicate that isolation has had the most significant impact on their mental health	3	5 The Mental Stress Change score	14	Vaccination	19
2 The Mental Health Index™	5	6 Mental Stress Change (percentages)	15	Relationship with and mental health of children	21
Mental Health Index™ sub-scores	6	Demographics	16	Mental health of full-time post-secondary students	25
Optimism	7	Geography	16	Return to workplace	27
General psychological health	8	Employment	16	9 Overview of the Mental Health Index by LifeWorks™	31
Financial risk	9	7 The Mental Stress Change (industry)	18	Methodology	31
3 Mental Health Index™ (provincial)	10			Calculations	31
Demographics	11			Additional data and analyses	31
Employment	11				
Emergency savings	11				

June 2021 highlights

Key insight: One in five Canadians indicate that isolation has had the most significant impact on their mental health

On June 19th, Canada reached a milestone by having 20% of eligible Canadians fully vaccinated, and nearly 75% having received one dose of a COVID-19 vaccine. As restrictions continue to ease with climbing vaccination rates, optimism is increasing, but caution is still advised because of the threat of the highly contagious Delta variant.

Vaccination leads to an improved outlook

- People who are partially vaccinated have better mental health and better isolation scores than the overall group.
- People who are not vaccinated and do not intend to be have the lowest mental health score and are experiencing isolation.

Canadians need clarity on employer return to work plans

- 25% of Canadians are unclear of their employer's plan for work/the worksite and another 12% do not believe that their employer has a plan.
- 38% believe that their employer will want everyone back working the way they were before the pandemic.
- 12% of people who work from home, and have always worked from home, face the least change currently, and have among the most favourable mental health scores.

Canadians continue to struggle with their mental health

- The Mental Health Index for June is nearly 11-points below the pre-2020 benchmark.
- 68% of Canadians have had difficulty with their mental health.
- 20% of Canadians indicate that isolation has been the most difficult for them in terms of their mental health.
- People without emergency savings continue to experience a lower score in mental health (-23.7) than the overall group (-10.7) and those with an emergency savings (-5.8).
- Managers continue to have lower mental health scores (-12.3) than non-managers (-9.5). The negative difference for June 2021 is the largest so far in 2021.

- 6% of people who believe that their employer will be flexible, allowing their employees to choose their work location, have a significantly more favourable mental health score (-6.0) than the Canadian population overall (-10.7).

Full-time post-secondary students continue to be beset with difficulties

- For the 13th consecutive month, full-time students have the lowest mental health score.
- 34% of students indicate that isolation has been the most difficult for them in terms of their mental health.
- Other difficulties affecting the mental health of students include change in income (25%), online courses (18%) and job prospects after graduation (10%).

The mental health of children has been impacted by the pandemic

- 15% of parents report a decline in the mental health of their school-age children (ages 6-12) compared to before the pandemic.
- 19% of parents report a decline in the mental health of their high-school age children (ages 13-18) compared to before the pandemic.
- 16% of parents report a decline in the mental health of their young adult children (ages 18-30) compared to before the pandemic.

38%

believe their employer will want work

to return to the way it was pre-pandemic

37%

are unclear of their employer's plan for work

or do not believe that their employer has a plan

34%

of students say that isolation

is affecting their mental health

6%

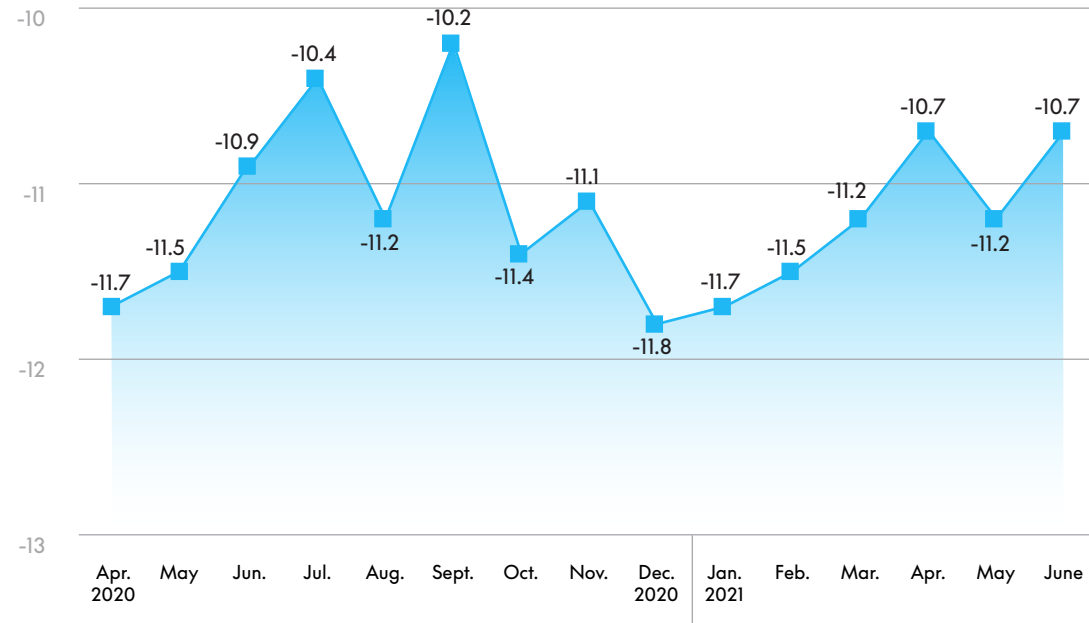
believe that their employer will be flexible

regarding where they work and this group has a higher-than-average mental health score

The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark¹ of mental health and risk.

The overall Mental Health Index™ for June 2021 is **-10.7 points**. A nearly 11-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed three per cent of the benchmark population.



MHI Current Month
June 2021

-10.7

May 2021

-11.2

¹ The benchmark reflects data collected in 2017, 2018 and 2019.

Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of depression (-12.7), followed by work productivity (-12.6), anxiety (-12.5), isolation (-12.0), optimism (-9.9), and general psychological health (-3.0). The best sub-score, and the only measure above the benchmark is financial risk (3.5).

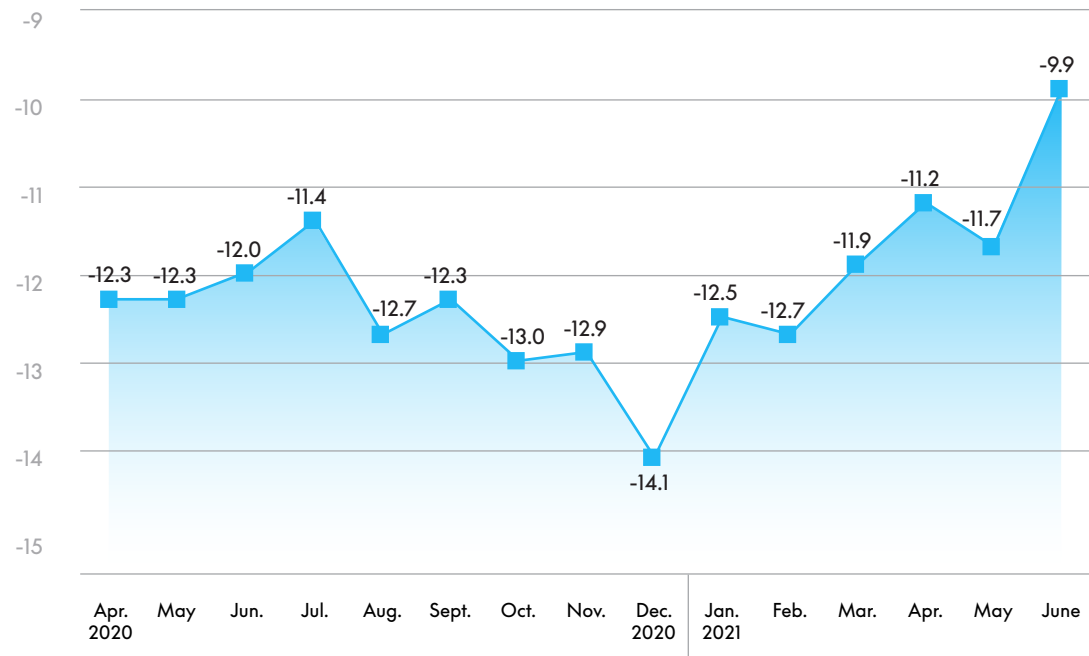
- Work productivity and financial risk scores have declined from the prior month.
- The optimism score has seen the most significant improvement (+1.8 points) from May 2021.
- Despite a 0.8-point decline from May 2021, the financial risk score continues to be the strongest of all sub-scores and remains above the pre-2020 benchmark.

Mental Health Index™ Sub-scores ² 2021	June	May
Depression	-12.7	-13.8
Work productivity	-12.6	-12.4
Anxiety	-12.5	-12.5
Isolation	-12.0	-12.0
Optimism	-9.9	-11.7
Psychological health	-3.0	-3.7
Financial risk	3.5	4.3

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

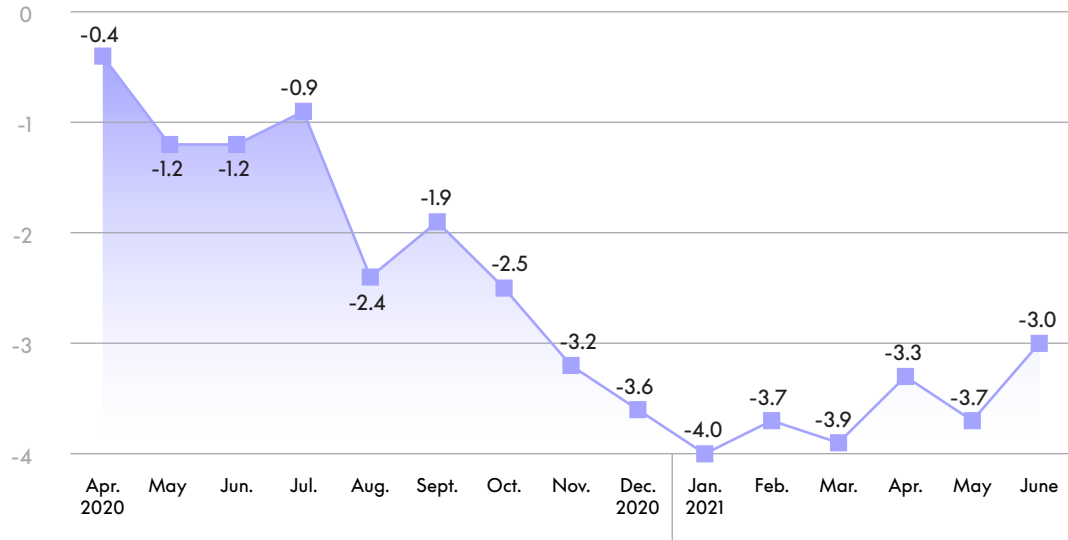
Optimism

Since April 2020, optimism scores have remained significantly below the benchmark. Despite some months of modest improvement, including a peak in July 2020 (11.4), there was a general decline to a low point in December 2020 (-14.1). Since December, there has been an improvement in the optimism score, reaching a high of -9.9 this month. While it remains ten points below the pre-2020 benchmark, the optimism score in June 2021 improved by 1.8 points, suggesting that Canadians are looking ahead as restrictions are lifted in response to strong vaccination rates across the country.



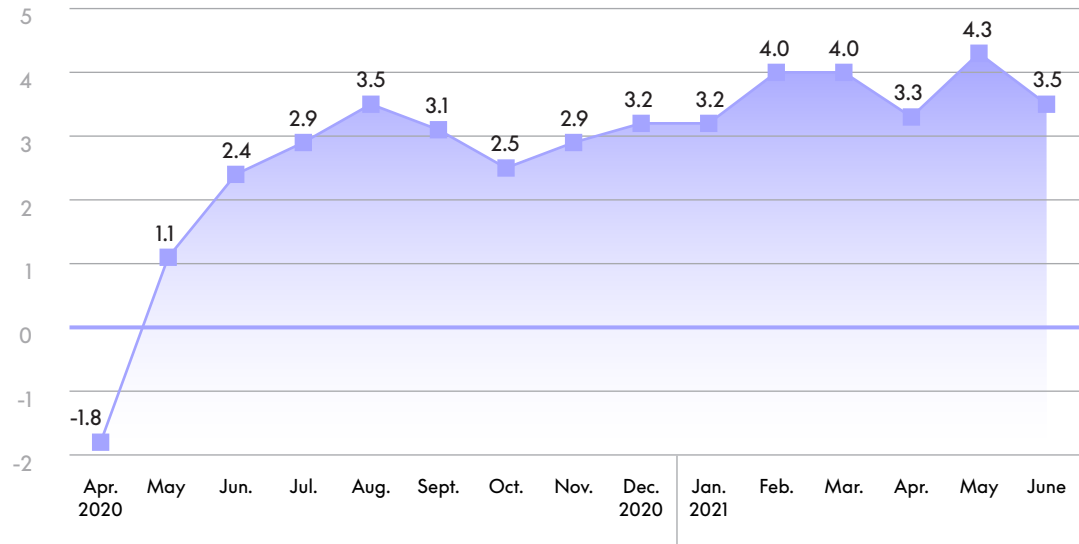
General psychological health

The psychological health measure assesses individuals' self-perception of their overall level of psychological health. From the launch of the MHI in April 2020 to January 2021, the general psychological health of Canadians declined to a low of 4-points below the pre-2020 benchmark. Since January 2021, scores have fluctuated modestly, reaching -3.0 in June 2021, a 0.7-point improvement over the prior month.



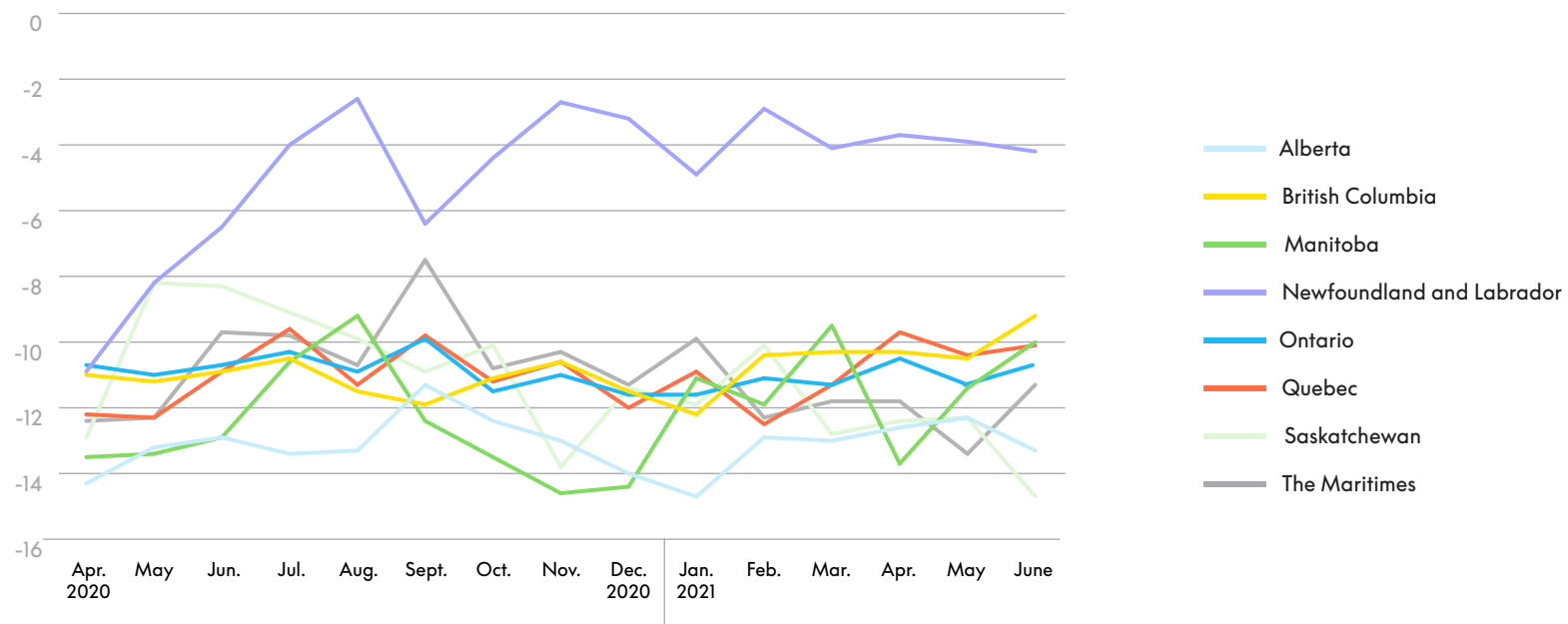
Financial risk

The financial risk score has shown general improvement since launch of the MHI in April 2020. In June 2021, the financial risk score of Canadians fell nearly one-point from its high in May 2021. At 3.5 points above the pre-2020 benchmark, the financial risk score remains the strongest of all mental health sub-scales.



Mental Health Index™ (provincial)

Since April 2020 provincial mental health scores have fluctuated. Apart from Newfoundland and Labrador, the fluctuation patterns for the provinces are similar. In terms of scores, however, in June 2021, there is significant difference between Saskatchewan's score of -14.7 and British Columbia's score of -9.2. The score for Newfoundland and Labrador is -4.2. While Newfoundland and Labrador started similar to the other provinces in April 2020, they had a sharp improvement between April and August 2020 and maintained that improvement to June 2021.



Demographics

- Since the start of the MHI, women have had a significantly lower mental health score than men. In June 2021, the mental health score of women is -12.2 compared to -9.2 for men.
- In each of the past fifteen months, mental health scores have improved with age.
- Differences in mental health scores between people with and without children have been seen since the launch of the Index in April 2020. More than one year later, this pattern continues with a lower score for those with at least one child (-12.9) compared to those without children (-9.7).

Employment

- Overall, seven per cent of respondents are unemployed³ and fourteen per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (-21.1), followed by those reporting fewer hours (-18.2), and those not currently employed (-14.4).
- Managers have a lower mental health score (-12.3) than non-managers (-9.5).
- Individuals working for organizations with more than 10,000 employees have the highest mental health score (-7.7).
- Respondents working for companies with 51-100 employees have the lowest mental health score (-13.1).

Emergency savings

- People without emergency savings continue to experience a lower score in mental health (-23.7) than the overall group. Individuals with emergency savings have a mental health score of -5.8.

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

Employment status	June 2021	May 2021
Employed (no change in hours/salary)	-8.9	-9.1
Employed (fewer hours compared to last month)	-18.2	-20.8
Employed (reduced salary compared to last month)	-21.1	-17.4
Not currently employed	-14.4	-17.9

Age group	June 2021	May 2021
Age 20-29	-20.0	-20.8
Age 30-39	-15.9	-16.9
Age 40-49	-12.2	-11.7
Age 50-59	-7.3	-8.1
Age 60-69	-3.2	-4.9

Number of children	June 2021	May 2021
No children in household	-9.7	-10.5
1 child	-12.8	-13.2
2 children	-12.7	-12.3
3 children or more	-15.0	-10.5

Province	June 2021	May 2021
Alberta	-13.3	-12.3
British Columbia	-9.2	-10.5
Manitoba	-10.1	-11.4
Newfoundland and Labrador	-4.2	-3.9
The Maritimes	-11.3	-13.4
Quebec	-10.1	-10.4
Ontario	-10.7	-11.3
Saskatchewan	-14.7	-12.3

Gender	June 2021	May 2021
Men	-9.2	-9.0
Women	-12.2	-13.5

Household income	June 2021	May 2021
<\$30K/annum	-18.0	-20.5
\$30K to <\$60K/annum	-14.8	-15.0
\$60K to <\$100K	-11.6	-11.9
\$100K to <\$150K	-8.2	-8.6
\$150K or more	-3.9	-3.1

Employer size	June 2021	May 2021
Self-employed/sole proprietor	-7.9	-8.1
2-50 employees	-10.3	-9.4
51-100 employees	-13.1	-14.9
101-500 employees	-12.4	-12.6
501-1,000 employees	-12.4	-13.7
1,001-5,000 employees	-10.8	-11.7
5,001-10,000 employees	-9.1	-9.0
More than 10,000 employees	-7.7	-8.6

Manager	June 2021	May 2021
Manager	-12.3	-11.7
Non-manager	-9.5	-10.4

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

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

Available upon request:

Specific cross-correlational and custom analyses

Mental Health Index™ (industry)

For the thirteenth consecutive month, full-time post-secondary students have the lowest mental health score (-20.6). This score continues to be significantly lower than the next lowest scores: individuals in Accommodation and Food Services (-15.6), and Arts, Entertainment and Recreation (-15.0).

Individuals employed in Other services (except Public Administration) (-6.7), Public Administration (-7.4), and Professional, Scientific and Technical Services (-7.5) have the highest mental health scores this month.

Despite the lowest mental health score, full-time students have seen the greatest improvement in mental health since last month. This is followed by individuals employed in Utilities, and Arts, Entertainment and Recreation.

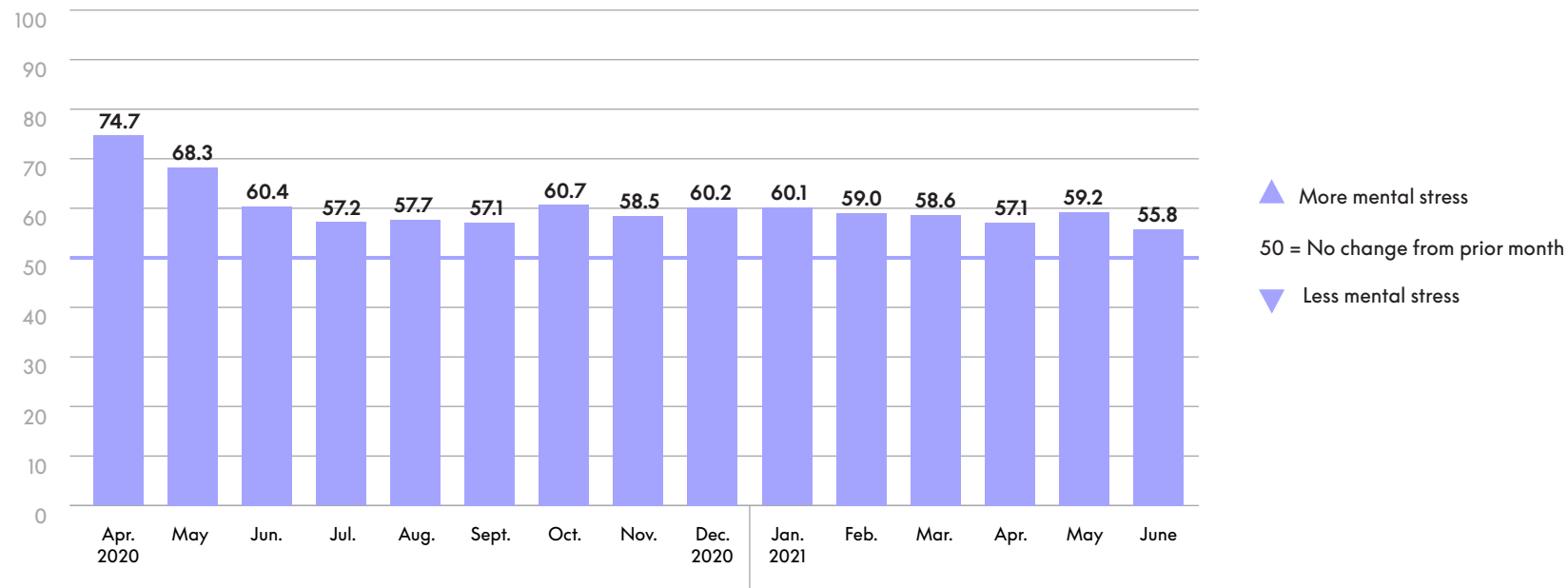
Changes from the prior month are shown in the table.

Industry	June 2021	May 2021	Change
Full-time student	-20.6	-24.7	4.1
Utilities	-11.1	-14.9	3.8
Arts, Entertainment and Recreation	-15.0	-17.8	2.8
Healthcare and Social Assistance	-10.8	-13.4	2.6
Automotive Industry	-8.1	-10.2	2.1
Other services (except Public Administration)	-6.7	-8.4	1.7
Finance and Insurance	-11.3	-12.9	1.6
Retail Trade	-11.0	-12.5	1.5
Information and Cultural Industries	-14.5	-15.7	1.2
Educational Services	-10.4	-11.4	1.1
Other	-12.3	-13.3	1.0
Public Administration	-7.4	-7.7	0.3
Wholesale Trade	-11.2	-10.9	-0.3
Professional, Scientific and Technical Services	-7.5	-6.9	-0.6
Transportation and Warehousing	-8.1	-7.4	-0.7
Management of Companies and Enterprises	-8.6	-7.1	-1.5
Accommodation and Food Services	-15.6	-13.8	-1.8
Manufacturing	-11.9	-9.9	-2.0
Mining and Oil and Gas Extraction	-9.2	-7.0	-2.2
Construction	-12.2	-9.9	-2.2
Agriculture, Forestry, Fishing and Hunting	-10.8	-8.2	-2.6
Real Estate, Rental and Leasing	-9.4	-6.5	-2.9

The Mental Stress Change score

The Mental Stress Change score (MStressChg) is a measure of the level of reported mental stress compared to the prior month. **The Mental Stress Change score for June 2021 is 55.8.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 19 per cent of the population is experiencing more mental stress compared to the prior month, with 8 per cent experiencing less. A continued increase in mental stress since April 2020 indicates a significant accumulation of strain in the Canadian population.



MStressChg Current Month—June 2021

55.8

MStressChg May 2021

59.2

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

Mental Stress Change (percentages)

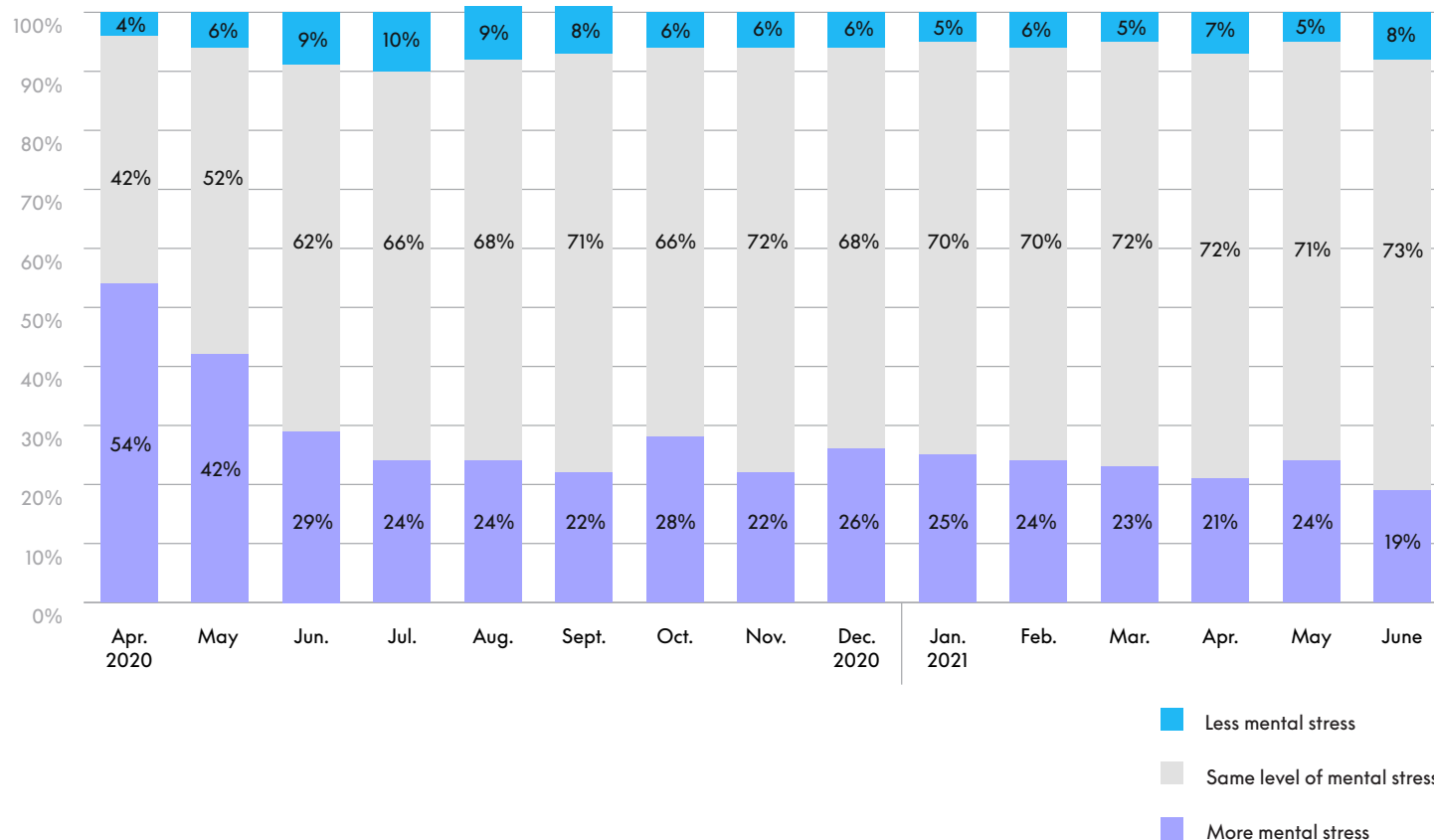
Mental Stress Change tracks stress changes each month.

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

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

In April 2020, 54 per cent of individuals reported an increase in mental stress. Those reporting increased month-over-month mental stress reduced to 19 per cent in June 2021, while 73 per cent of respondents report the same level of mental stress and 8 per cent report a decrease in mental stress.

Mental Stress Change by month



Demographics

- Since the start of the MHI in April 2020, younger people are experiencing a greater increase in mental stress month over month, when compared to older respondents.
- Since April 2020, women have had larger increases in mental stress compared with men. In June 2021, the mental stress change score of women is 56.1 compared to 55.5 for men.

Geography

- The greatest increase in stress month-over-month stress is for respondents living in Saskatchewan (59.1), followed by Alberta (58.5), Ontario (56.6), and The Maritimes (56.2).
- Respondents living in provinces where the increase in mental stress was less, still had significant increases, including Manitoba (55.2), followed by Quebec (54.0), British Columbia (53.5), and Newfoundland (52.7).

Employment

- The greatest increase in mental stress is seen in employed people with reduced salary (62.8), followed by employed people with reduced hours (62.3), unemployed people (54.8), and employed people with no change to salary or hours (54.8).
- Managers have a greater increase in mental stress (59.6) than non-managers (53.8).

Employment status	June 2021	May 2021
Employed (no change in hours/salary)	54.8	57.9
Employed (fewer hours compared to last month)	62.3	65.6
Employed (reduced salary compared to last month)	62.8	66.7
Not currently employed	54.8	60.8

Age group	June 2021	May 2021
Age 20-29	60.3	62.2
Age 30-39	59.2	63.3
Age 40-49	57.0	59.6
Age 50-59	54.0	57.4
Age 60-69	52.0	55.7

Number of children	June 2021	May 2021
No children in household	54.7	57.9
1 child	58.1	62.0
2 children	58.2	62.9
3 children or more	59.8	59.8

Province	June 2021	May 2021
Alberta	58.5	60.0
British Columbia	53.5	58.7
Manitoba	55.2	57.5
Newfoundland and Labrador	52.7	57.8
The Maritimes	56.2	60.7
Quebec	54.0	56.2
Ontario	56.6	60.1
Saskatchewan	59.1	60.3

Gender	June 2021	May 2021
Men	55.5	57.8
Women	56.1	60.8

Household income	June 2021	May 2021
<\$30K/annum	56.7	62.0
\$30K to <\$60K/annum	58.2	59.6
\$60K to <\$100K	56.6	59.5
\$100K to <\$150K	55.4	58.6
\$150K or more	52.3	57.5

Employer size	June 2021	May 2021
Self-employed/sole proprietor	54.8	56.5
2-50 employees	53.8	57.2
51-100 employees	58.6	60.5
101-500 employees	57.4	61.2
501-1,000 employees	56.3	62.9
1,001-5,000 employees	56.8	61.4
5,001-10,000 employees	57.4	58.0
More than 10,000 employees	54.1	56.9

Manager	June 2021	May 2021
Manager	59.6	61.2
Non-manager	53.8	57.8

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

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

Available upon request:

Specific cross-correlational and custom analyses

The Mental Stress Change (industry)

The Mental Stress Change score for individuals employed in Agriculture, Forestry, Fishing and Hunting report less stress than the prior month (48.5). A score of 50 means that the proportion of the population experiencing more stress is balanced by the proportion experiencing less stress. A score below 50 indicates that the group is experiencing less stress than the prior month.

Individuals working in the Arts, Entertainment and Recreation have the most significant increase in mental stress (64.9), followed by full-time post-secondary students (59.6), and individuals employed Health Care and Social Assistance (58.7).

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

Industry	June 2021	May 2021
Agriculture, Forestry, Fishing and Hunting	48.5	54.3
Management of Companies and Enterprises	51.4	50.0
Information and Cultural Industries	52.1	59.8
Public Administration	52.9	58.3
Other services (except Public Administration)	52.9	54.6
Mining and Oil and Gas Extraction	54.1	58.8
Professional, Scientific and Technical Services	54.4	56.7
Transportation and Warehousing	54.8	53.0
Accommodation and Food Services	54.9	60.8
Automotive Industry	54.9	57.3
Other	54.9	58.4
Real Estate, Rental and Leasing	55.2	57.6
Manufacturing	55.5	56.3
Educational Services	55.9	60.2
Utilities	56.1	65.0
Retail Trade	56.1	60.6
Wholesale Trade	56.9	59.0
Finance and Insurance	56.9	62.2
Construction	58.7	57.2
Health Care and Social Assistance	58.7	63.8
Full-time student	59.6	57.9
Arts, Entertainment and Recreation	64.9	66.2

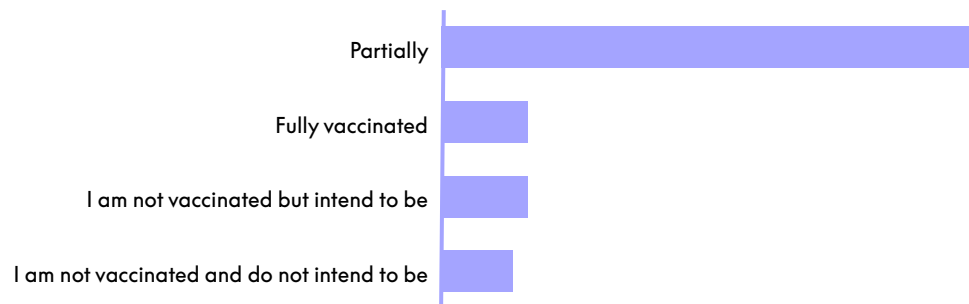
Spotlight

Vaccination

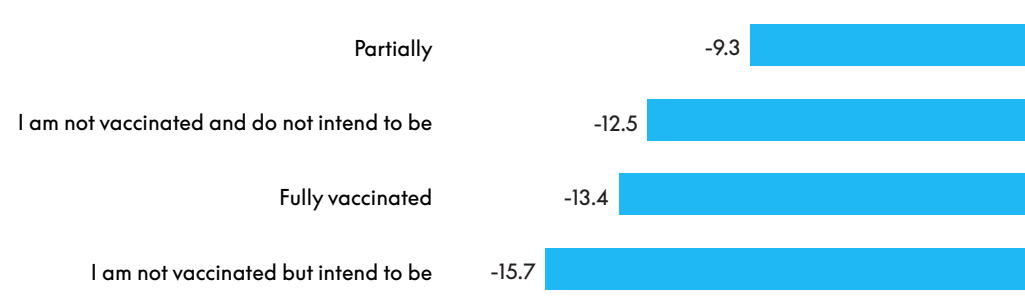
In April 2021, more than half (55 per cent) of Canadians reported that vaccination against COVID-19 or reaching herd immunity would most improve their outlook for the future. In June 2021, Canadians were asked about their vaccination status.

- People who are partially vaccinated have better mental health and better isolation scores than the overall group.
- People who are not vaccinated and do not intend to be have the lowest mental health score and are experiencing isolation.
- Respondents aged 50 and older are thirty-five per cent more likely to report being partially vaccinated against COVID-19 than people under 40. Furthermore, individuals under 50 are three times more likely to not be vaccinated but intend to be than individuals over 50.
- Parents are forty per cent more likely to report being fully vaccinated than non-parents.

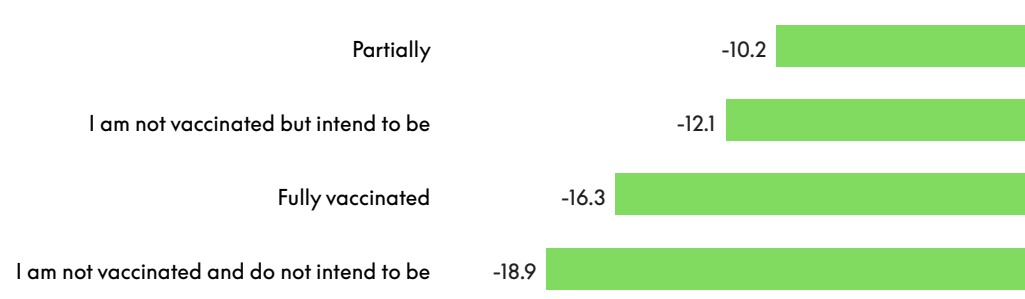
Vaccination status



MHI score by vaccination status



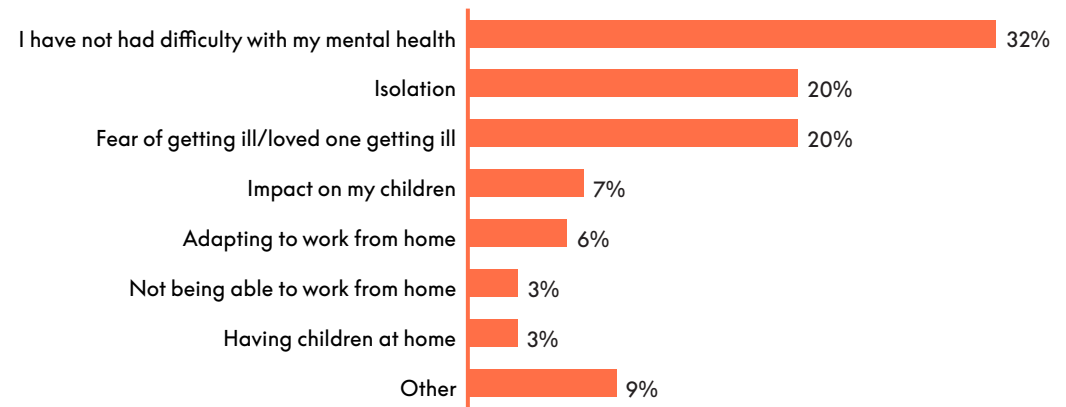
Isolation score by vaccination status



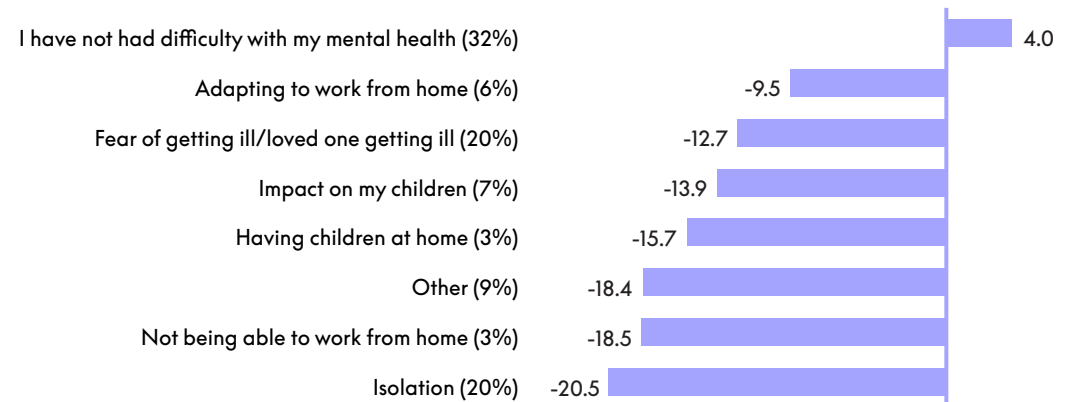
Challenges to mental health

- Sixty-eight per cent of Canadians have had difficulty with their mental health.
- Only one-third (32 per cent) report having no difficulty with their mental health and this group has the highest mental health score (4.0).
- One in five (20 per cent) indicate that isolation is the most difficult for them in terms of their mental health and this group has the least favourable mental health score (-20.5), nearly ten-points below the overall average (-10.7).
- Women are nearly fifty per cent more likely to have difficulty with their mental health than men.
- Employed people with fewer hours or reduced salary are more than twice as likely to have difficulty with their mental health than employed people with no change to hours or salary.

Challenges to mental health



MHI score by challenges to mental health



Relationship with and mental health of children

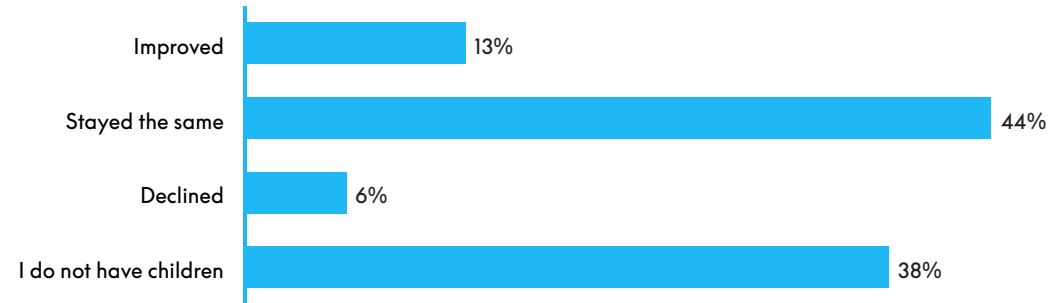
The lives of Canadian children have been upended since the first pandemic-related closures were announced in Spring 2020. Since then, children have had to rapidly adapt to changes at school, including online learning, and have limited social interactions, including isolation from friends and extended family members. The impact of the past fifteen months on the mental wellbeing of children will be examined for its influence on their physical, social, and emotional development as well as their reintegration as life returns to the 'new normal'.

Relationship with children

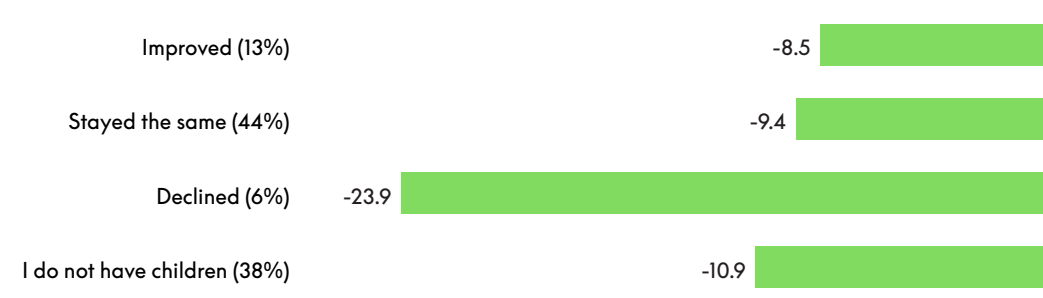
Respondents were asked about the state of their relationship with their children during the pandemic.

- More than four in ten (44 per cent) indicate that their relationship with their children has remained the same during the pandemic.
- Thirteen per cent report that their relationship with their children has improved and this group has the most favourable mental health score (-8.5).
- Six per cent report a decline in their relationship and this group has the least favourable mental health score (-23.9).
- Managers are eighty per cent more than likely than non-managers to report an improved relationship with their children.

Relationship with children



MHI score by relationship with children

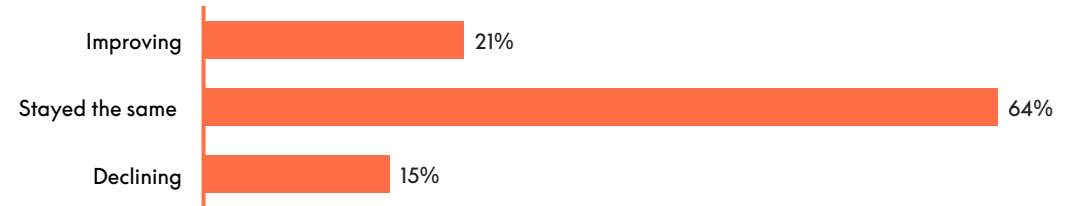


Mental health of school-age children (ages 6-12)

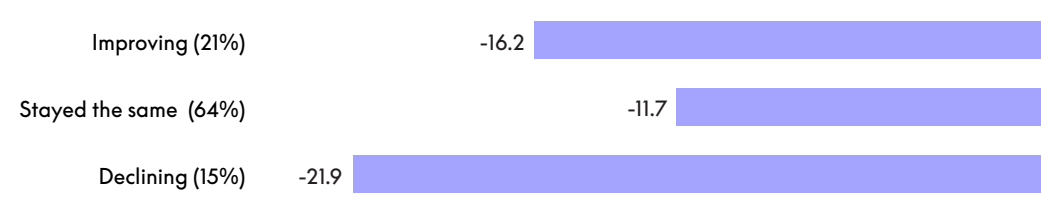
Parents of school-age children (ages 6 to 12) were asked about the mental health of their children compared to before the pandemic.

- Nearly two-thirds (64 per cent) indicate that the mental health of their school-age children has stayed the same as it was before the pandemic and this group has the most favourable mental health score (-11.7).
- Twenty-one per cent report that mental health of their children has improved compared to prior to the pandemic.
- Fifteen per cent report a decline in the mental health of their school-age children compared to before the pandemic and these parents have the least favourable mental health score (-21.9).
- Managers are more than fifty per cent more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

Mental health of school-age children (ages 6-12)



MHI score by mental health of school-age children (ages 6-12)

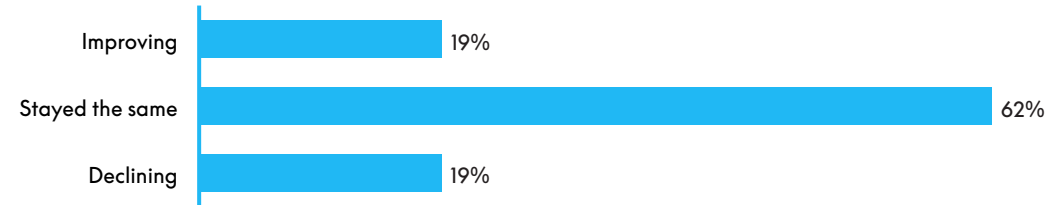


Mental health of high-school age children (ages 13-18)

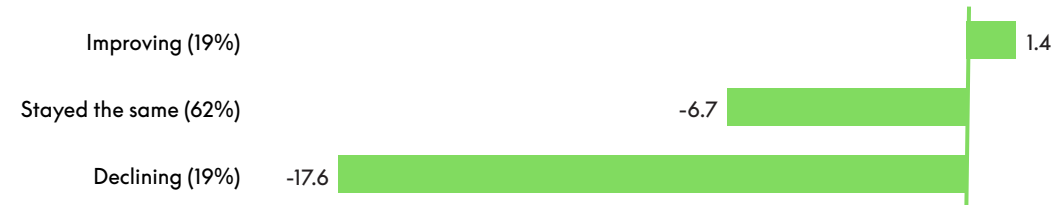
Parents of high-school age children (ages 13 to 18) were asked about the mental health of their children compared to before the pandemic.

- Nearly two-thirds (62 per cent) indicate that the mental health of their high-school age children has remained the same as it was before the pandemic.
- Nineteen per cent report that the mental health of their children has improved compared to prior to the pandemic and these parents have the most favourable mental health score (1.4).
- Nearly twenty per cent (19 per cent) report a decline in the mental health of their high-school age children and these parents have the least favourable mental health score (-17.6).
- Managers are more than seventy per cent more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

Mental health of high-school age children (ages 13-18)



MHI score by mental health of high-school age children (ages 13-18)



Mental health of young adult children (18-30 years)

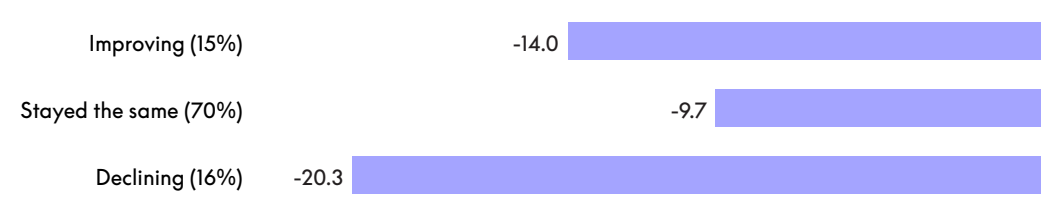
Parents of young adult children (ages 18 to 30) were asked about the mental health of their children compared to before the pandemic.

- More than two-thirds (70 per cent) indicate that the mental health of their young adult children has remained the same as it was before the pandemic and these parents has the most favourable mental health score (-9.7).
- Fifteen per cent report that the mental health of their children has improved compared to prior to the pandemic.
- Sixteen per cent report a decline in the mental health of their young adult children and these parents have the least favourable mental health score (-20.3).
- Managers are sixty per cent more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

Mental health of young adult children (ages 18-30)



MHI score by mental health of young adult children (ages 18-30)



Mental health of full-time post-secondary students

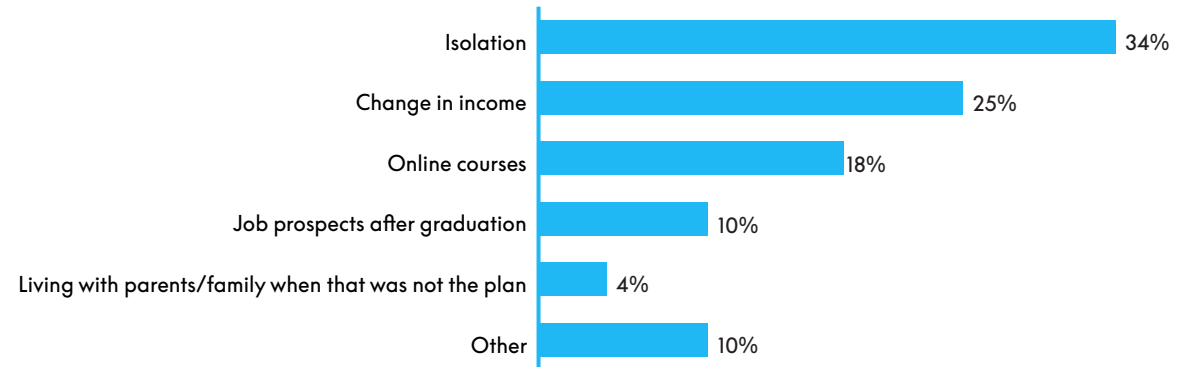
Full-time post-secondary students have been beset with difficulties. For thirteen consecutive months, the mental health of students has been lower than other groups. Furthermore, as reported in the [May special edition of the MHI on substance use](#) since the onset of the pandemic, full-time post-secondary students are twice as likely to report an increase in drug use and twice as likely to regularly use more medication than prescribed or to use in ways that are not prescribed.

Mental health difficulties for students

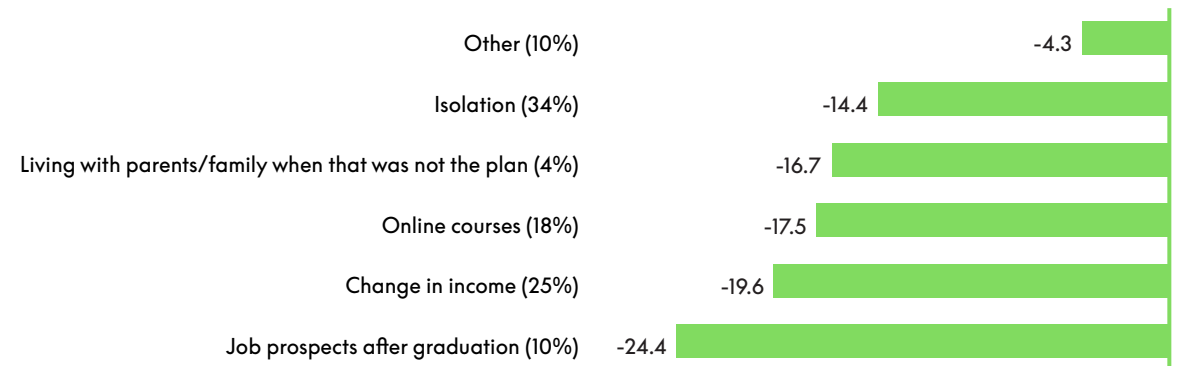
Full-time post-secondary students were asked about what has been most difficult for them in terms of their mental health.

- More than one-third (34 per cent) indicate that isolation has been the most difficult for them in terms of their mental health.
- One-quarter indicate that the change in income has been most difficult for them, followed by eighteen per cent reporting that online courses have been most difficult for them in terms of their mental health.
- One in ten students report that job prospects after graduation is the most difficult and this group has the least favourable mental health (-24.4).

Most difficult in terms of mental health



MHI score by most difficult in terms of mental health

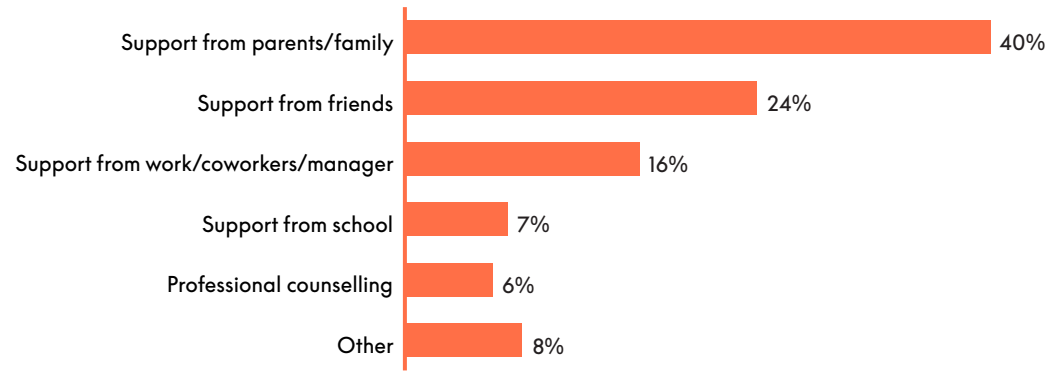


Support for mental health

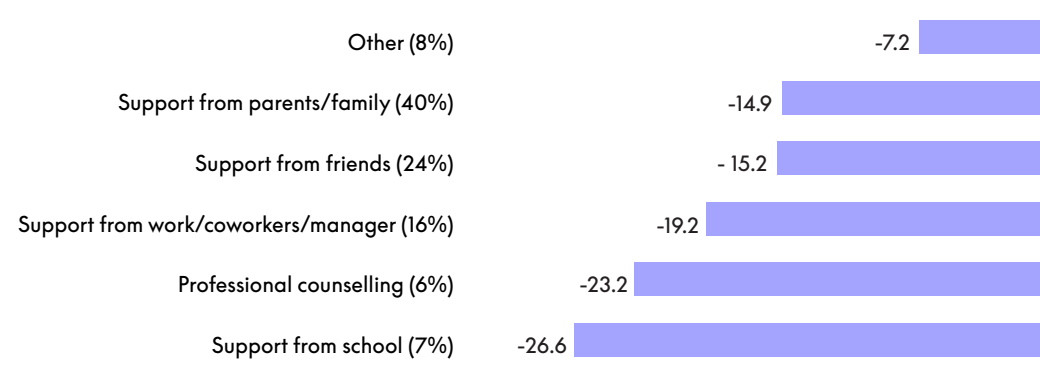
Full-time post-secondary students were asked what has been the most helpful for them in terms of their mental health.

- Forty per cent of students indicate that support from parents/family has been the most helpful to them in terms of their mental health.
- Less than one-quarter (24 per cent) indicate that support from friends has been the most helpful, followed by sixteen per cent that received support from work/co-workers/manager.
- Seven per cent of students report that support from their school has been the most helpful for their mental health and this group has the least favourable mental health score (-26.6).

Most helpful for mental health



MHI score by most helpful for mental health

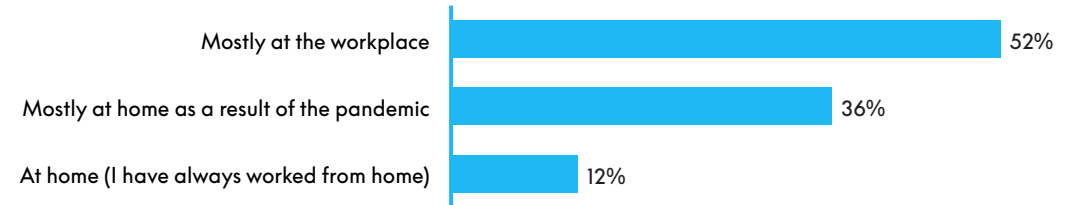


Return to workplace

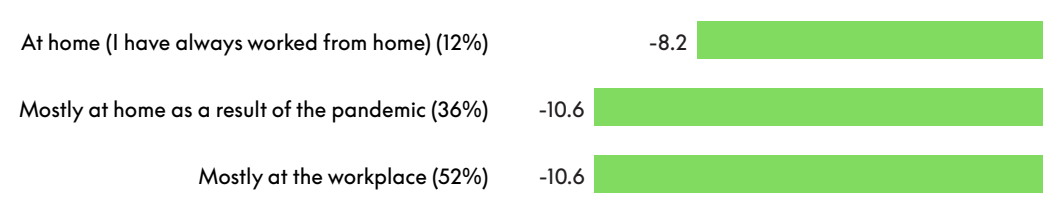
Current place of work

- More than half (52 per cent) are working mostly at the workplace and this group has the least favourable mental health score (-10.6) together with thirty-six per cent of people who work mostly at home because of the pandemic (-10.6).
- Twelve per cent of people who work at home, and have always worked from home, have the most favourable mental health score (-8.2).
- Non-managers are sixty per cent more likely than managers to report that they have always worked from home.

Current place of work



MHI score by current place of work

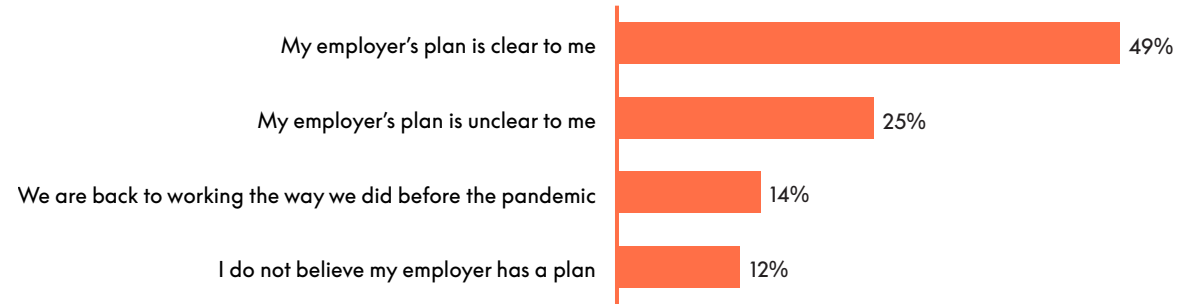


Employer's plan for work

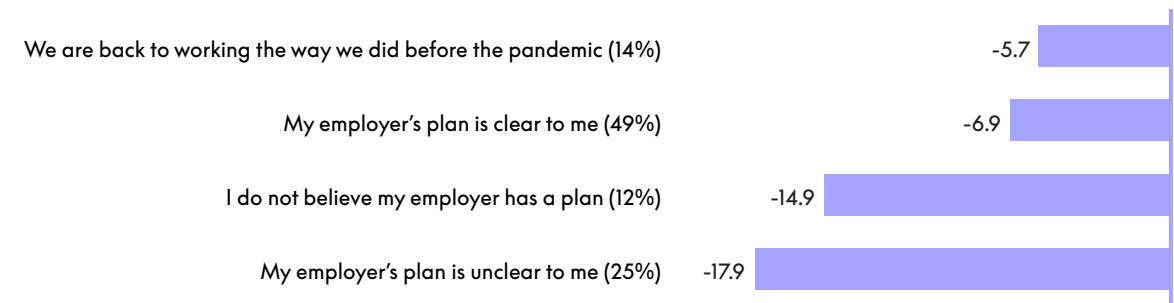
Employed people were asked to consider the next six months in terms of how clear they are about their employer's plan for how and where work will be done.

- Nearly half (49 per cent) indicate that their employer's plan about how and where work will be done is clear.
- One-quarter (25 per cent) are unclear of their employer's plan for work and this group has the least favourable mental health score (-17.9), followed by twelve per cent that do not believe that their employer has a plan (-14.9).
- Fourteen per cent report that they are back to working the way they did before the pandemic.

Employer's plan for work



MHI score by employer's plan for work

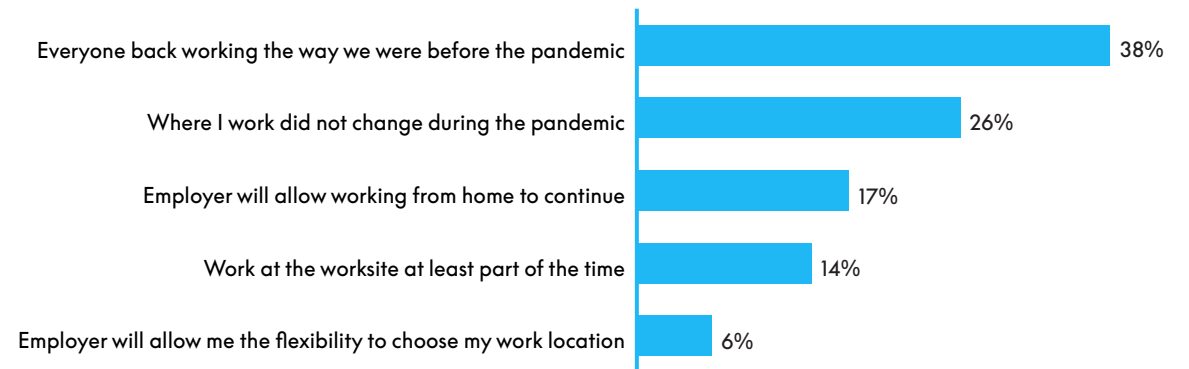


Employer expectations for work

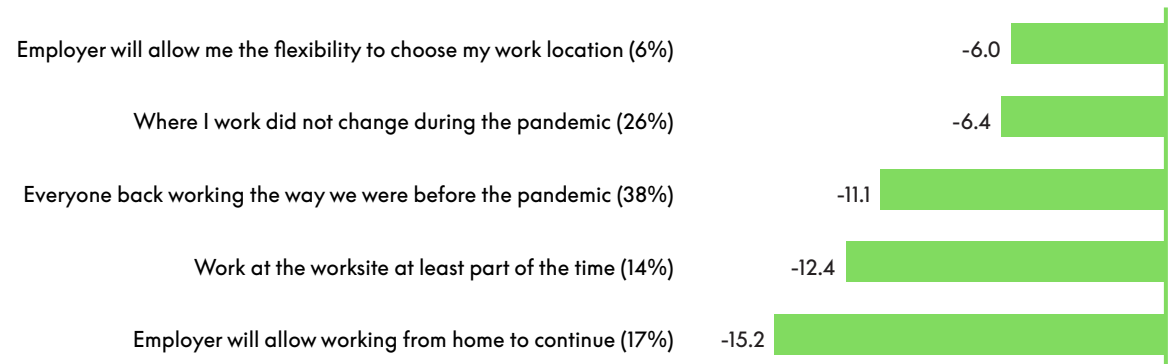
Employed people were asked how they believe their employer will want them to be working by September 2021.

- More than one-third (38 per cent) believe that their employer will want everyone back working the way they were before the pandemic.
- Seventeen per cent worked from home because of the pandemic and believe that their employer will want that to continue; this group has the least favourable mental health score (-15.2).
- The most favourable mental health score (-6.0) is among the six per cent of people that believe that their employer will be flexible, allowing employees to choose their work location.

Employer work expectations by September 2021



MHI score by employer expectations for work by September 2021



Perception of employer's expectations for work

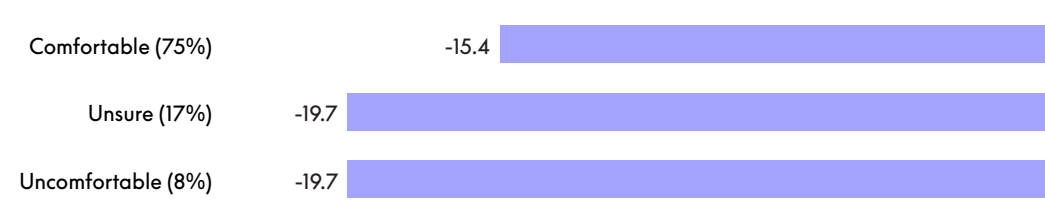
Respondents who believe that their employer will want them to back at the worksite at least some of the time were asked how comfortable they are with their employer's expectations for work.

- Three-quarters (75 per cent) indicate that they are comfortable with their employer's expectations for work, and this group has the most favourable mental health score (-15.4).
- Eight per cent report being uncomfortable with their employer's expectations for work.

Perception of employer's expectations for work



MHI score by perception of employer's expectations for work



Overview of the Mental Health Index by LifeWorks™

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

The Mental Health Index™ report has three parts:

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

Methodology

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

answering each question. The Mental Health Index™ is published monthly starting in April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between May 28 to June 4, 2021.

Calculations

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

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

A Mental Stress Change score is also reported given that increasing and prolonged mental stress is a potential contributor to changes in mental health. It is reported separately and is not part of the

calculation of the Mental Health Index™. The Mental Stress Change score is (percentage reporting less mental stress + percentage reporting the same level of mental stress * 0.5) * -1 + 100. The score reflects a comparison of the current to the prior month. **A Mental Stress Change score of 50 reflects no change in mental stress from the prior month. Scores above 50 reflect an increase in mental stress and scores below 50 reflect a decrease in mental stress.** The range is from zero to 100. A succession of scores over 50, month over month, reflects high risk.

Additional data and analyses

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



About LifeWorks

LifeWorks is a global leader in delivering technology-enabled solutions that help clients support the total wellbeing of their people and build organizational resiliency. By improving lives, we improve business. Our solutions span employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and financial consulting, actuarial and investment services. LifeWorks employs more than 7,000 employees who work with more than 24,000 client organizations that use our services in more than 160 countries. LifeWorks is a publicly traded company on the Toronto Stock Exchange (TSX: LWRK).

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