Employers Connect
Workplace Mental Health Summit 2021
Canada January 28th
2020: a watershed moment in mental health
The impact of pandemic on the mind

• Massive change
• Loss of sense of control / security
• Uncertainty
• Increased isolation
• Heightened vigilance
• Increased care and concern for others
Recovery from crisis is not linear

- Crisis event
  - Shock, denial, confusion
  - Heroics
  - Disillusionment, fatigue, burnout
  - Short-term adjustment
  - Longer term adaptation
Recovery from crisis is also not guaranteed

**Risks:**
- Temporary coping strategies such as alcohol, food
- Catastrophizing, unrelenting anxiety
- Overwhelming anger, feelings of helplessness
- Lack of action or opportunity for mental recovery
- Delaying physical/mental health care
- Isolation and lack of social support
The Mental Health Index (MHI) offers a clear measure of mental health in the working population, over time

- We poll a representative national sample in each of four geographies:

<table>
<thead>
<tr>
<th>Country</th>
<th>Sample Size</th>
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<tbody>
<tr>
<td>United States</td>
<td>5,000</td>
</tr>
<tr>
<td>Canada</td>
<td>3,000</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>2,000</td>
</tr>
<tr>
<td>Australia</td>
<td>1,000</td>
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</tbody>
</table>

- Benchmark data was collected over three years – 2017 to 2019
- MHI data is collected and published monthly
The MHI shows that mental health of working Canadians declined significantly since the pandemic and continues to be strained.

- A score of “zero” equals 2019 levels of mental health
- The current level (-11.8) is massive decline in mental health
A significant majority indicate that the pandemic has negatively impacted their mental health.

**Negative mental health impact of pandemic**

- **Canada**
  - Significant negative impact: 31%
  - Negative impact: 49%
  - No/positive: 20%

- **Australia**
  - Significant negative impact: 35%
  - Negative impact: 46%
  - No/positive: 19%

- **United Kingdom**
  - Significant negative impact: 32%
  - Negative impact: 42%
  - No/positive: 26%

- **United States**
  - Significant negative impact: 27%
  - Negative impact: 48%
  - No/positive: 25%

*Employers Connect: Virtual Mental Health Summit - Canada*
The proportion of the working population with Burnout risk **tripled in 2020 compared to 2019**

Burnout comes from excessive or prolonged stress without sufficient recovery.
Through the year we saw improvement and vulnerability.
An increase is saving is helping overall mental health and anxiety is improving very slightly.
However, worsening optimism and psychological health are major concerns for the long-term

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Almost twice and many managers say employee productivity declined compared to those that say it increased.

- More productive: 15%
- Less productive: 27%
- As productive: 54%
- Unsure: 4%
Savings, children and earning stability predict the level of mental health through 2020

Those **without emergency savings** have the lowest mental health scores.

Those **with children** have lower scores than those in a similar situation who do not.

Those **with reduced salary / hours** had worsening mental health through the year.

*Additionally, those who are isolated* fare worse in each situation.
Those who indicate better employer support have better Mental Health Index scores.
The impact of financial wellbeing is significant
Emergency savings is the strongest driver of MHI scores, regardless of income

MHI of those **without** emergency savings

-25.5

MHI of those **with** emergency savings

-6.6
More than 1 in 4 are in a worse financial situation due to the pandemic.
More than 1 in 5 indicate that their financial situation is negatively impacting their work productivity.

22% Work productivity is negatively impacted by their financial situation.
Managers’ mental health has been strained
Both employees and managers, indicate concern for the mental health of others at work

36% Employees concerned about a co-worker’s mental health since pandemic

35% Managers concerned about the mental health of their team since pandemic
However, 4 in 5 managers have dealt with a specific mental issues with at least one employee since the pandemic.
However, 4 in 5 managers have dealt with a specific mental issue with at least one employee since the pandemic.
The mental health score for managers is lower than it is for non-managers.

Managers vs non-managers MHI scores

Managers: -13.2
Non-Managers: -10.7
1 in 3 managers have thought about leaving their job in 2020

<table>
<thead>
<tr>
<th></th>
<th>Managers</th>
<th>Non-managers</th>
<th>Male</th>
<th>Female</th>
<th>Non-managers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>34%</td>
<td>26%</td>
<td></td>
<td>37%</td>
<td>31%</td>
</tr>
<tr>
<td>Working from home*</td>
<td>40%</td>
<td>27%</td>
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* Largely related to the type of job

40% Finance or professional services

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An increase in mental stress is the main reason for considering leaving their job

- 57% due to increased mental stress at work
- 38% my employer’s response to the pandemic
- 35% increased mental stress at home
- 10% my employer’s response to issues of race and diversity
- 7% better pay/advancement
More than half of managers say their role changed since the pandemic, most of those think the change is permanent.

56% Managers who say their role has changed significantly as a result of the pandemic.

63% Of those say the change in their role will continue after the pandemic.

68% Sales · 68% Arts · 64% Service
Almost 1 in 4 are unsure about their ability to meet the expectations or do not believe they can.
6 in 10 say they have the support they need from their employer to deal with issues.

**Most support**
- New issues at the worksite (68%)
- Managing remote teams (67%)

**Other**
- Additional duties (60%)
- Employee concerns about job security (59%)
- Employee mental health (59%)
- Diversity and racism (59%)
- Changes in staff productivity (58%)
71% of managers say working from home is helpful to their own mental health

Considering only those managers who have been working from home.
Takeaways
We finally realized that mental health is an issue for all, though some are more vulnerable.
We depended on managers and recognized the need to support their mental health.
We saw how critical financial wellbeing is to employee mental health and wellbeing.
We saw that Employers’ support for mental health truly makes a meaningful difference.
Thank you