



Mental Health In The Canadian Workplace

John Wright
Senior Vice President
Ipsos-Reid



Ipsos  **Reid**

November 19, 2007



The presentation today follows on a cursory exploration of attitudes and conditions related to depression in North America presented in February 15, 2007...

- Today we are profiling highlights of what is the largest in-depth survey of Canadian workers and their workplaces on mental health and depression
- We specifically used an on-line study because our experience shows that engagement is higher on personal matters, such as mental health, when the respondent is in a more private, deliberative mode
- The study was carried out between October 29th and November 6th, 2007 in Canada and involved a total Canadian full/part-time worker sample of 4122 (1334 managers and 2788 non-managers)
- The survey instrument was approximately 20 minutes in length



Phase 2 was to explore the workplace *in depth*..

- Notably, the findings are more positive and consistent than some would perhaps expect...
- There is much more analysis and segmentation to be conducted...





So, how is the Canadian workplace today?



IpsosReid



Perhaps a lot better than
some make it out to be...

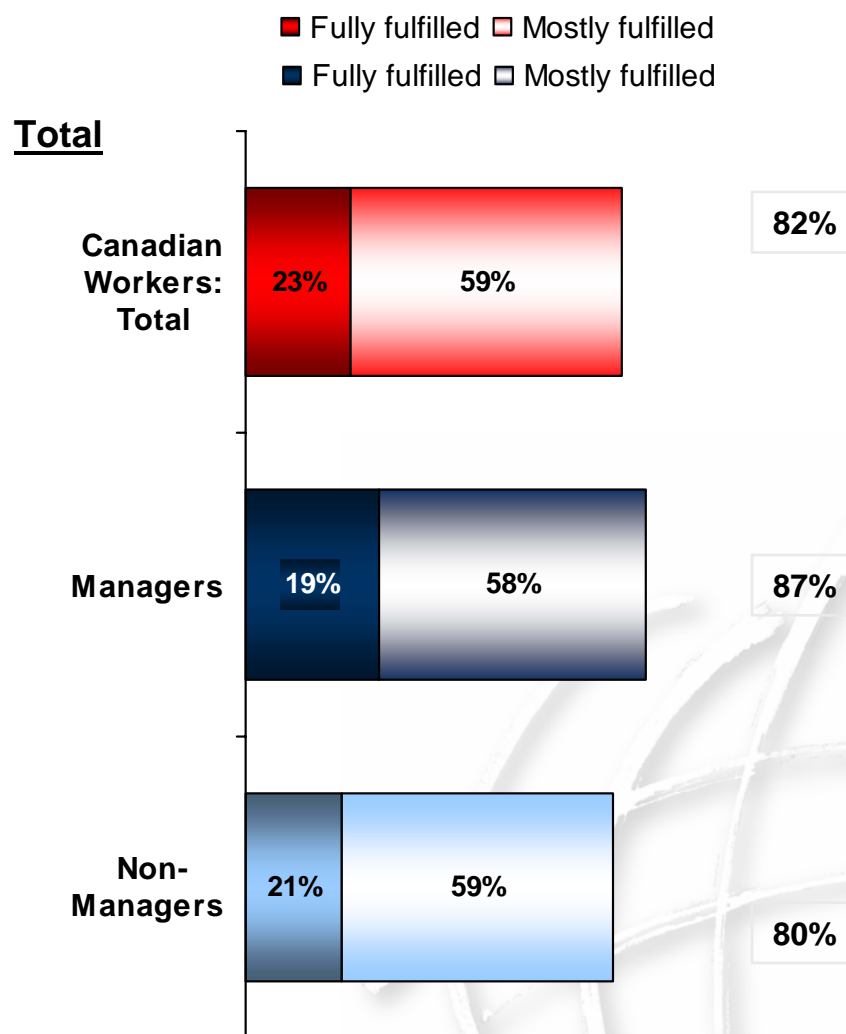
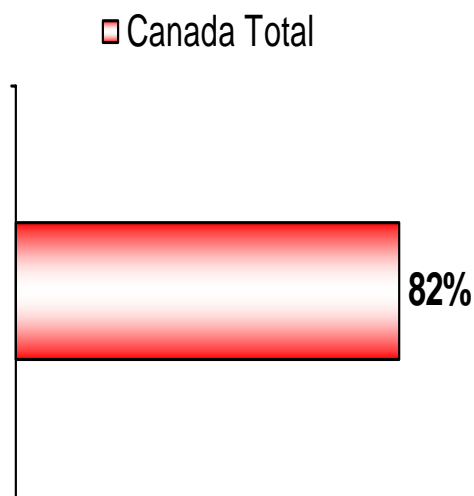


IpsosReid



Overall, a full majority of employees in Canada are *“fulfilled”* in their jobs – approximately one quarter *fully fulfilled*...

Overall



Overall, how fulfilled are you in your current job? Base: all respondents

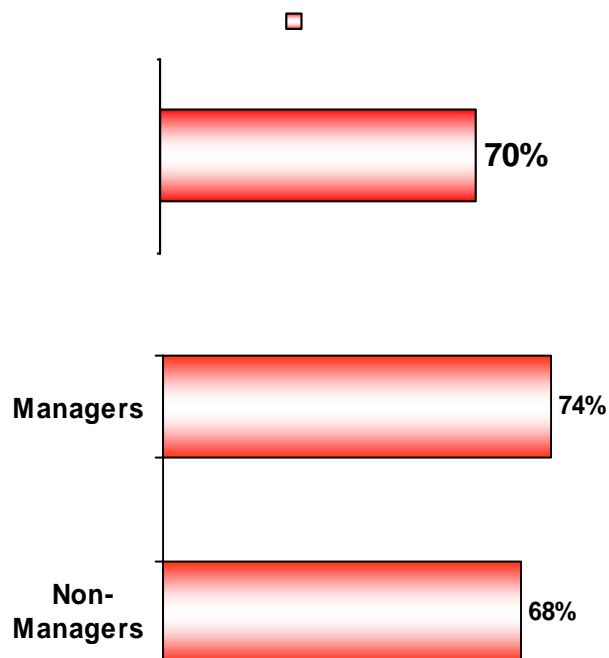


Ipsos Reid

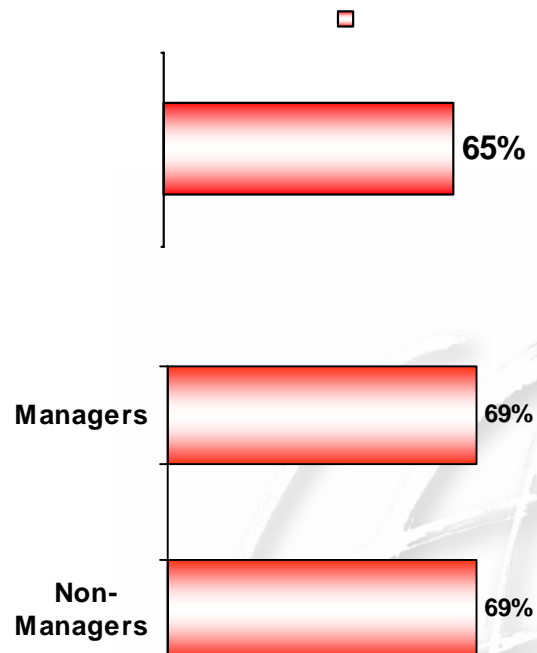


Is it a healthy and appreciative workplace? Yes.

7 in 10 indicate that their workplace is a healthy work environment...



Two thirds say that their employers recognize and appreciate the work that I do...



Agree/Disagree with the following statements. Base: all respondents

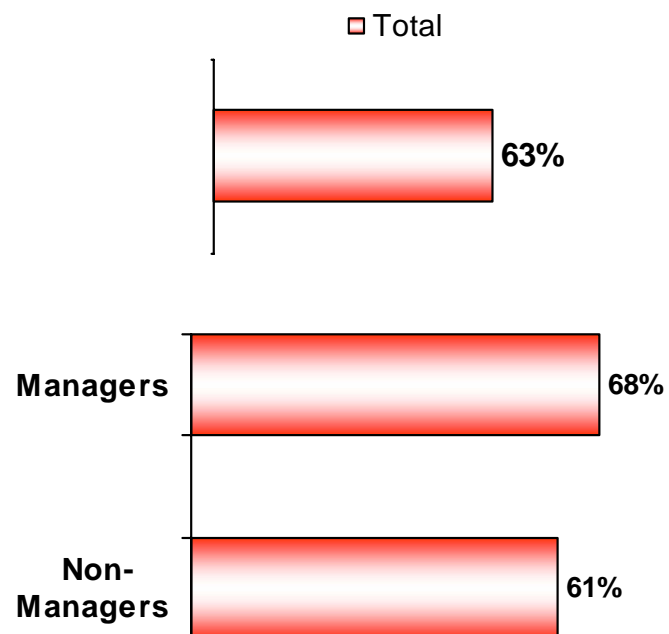


Ipsos Reid

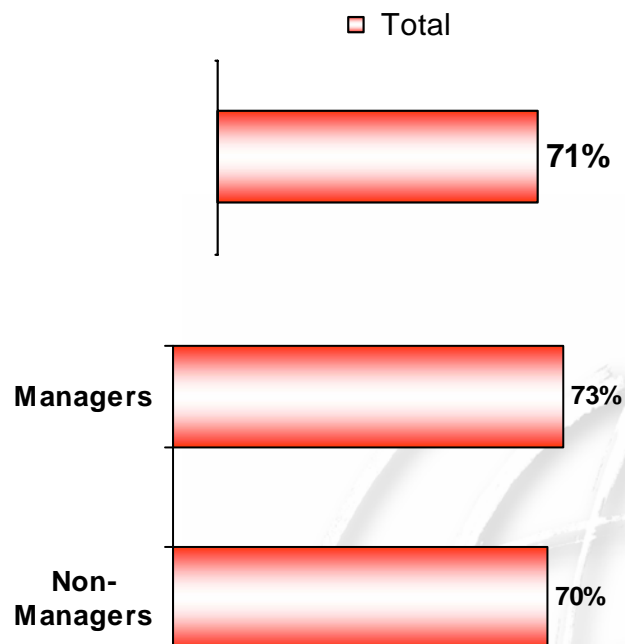


And most say that they are benefits are sufficient and that their employer respects their work/life balance...

Two thirds say their employer provides sufficient benefits such as health/dental plans...



And 7 in 10 say their employer respects their work/life balance...



Agree/Disagree with the following statements . Base: all respondents

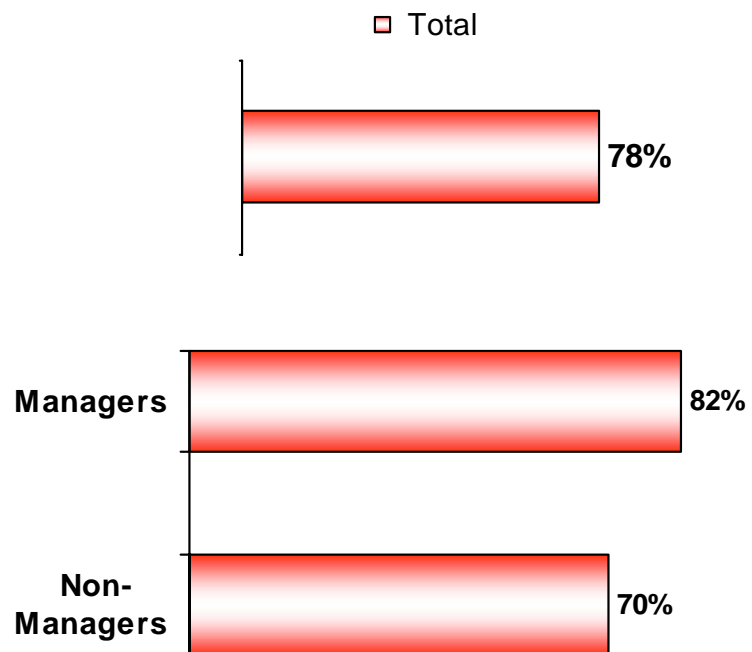


Ipsos Reid

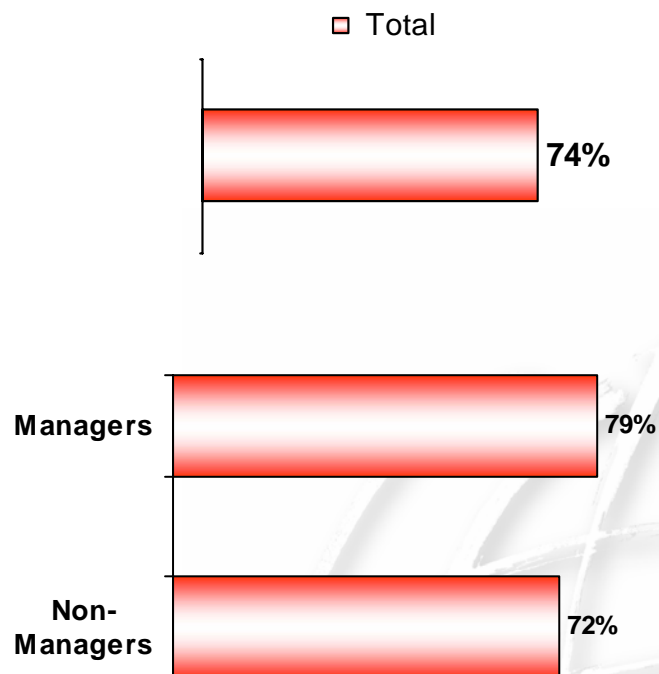


Further, 8 in 10 say their employer provides them with flexibility, and almost as many say they are supportive...

Provides me with flexibility to respond to personal or family responsibilities...



Is supportive of my personal needs...



Agree/Disagree with the following statements. Base: all respondents



Ipsos Reid



What about awareness of
employee stress and
depression in their
workplace?

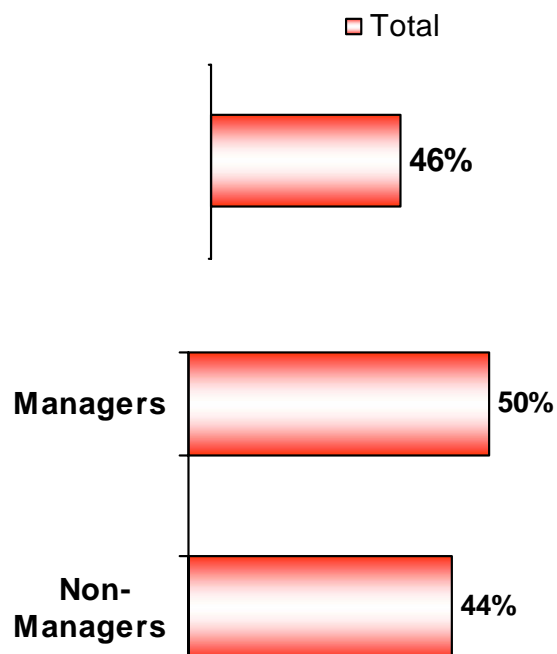


IpsosReid

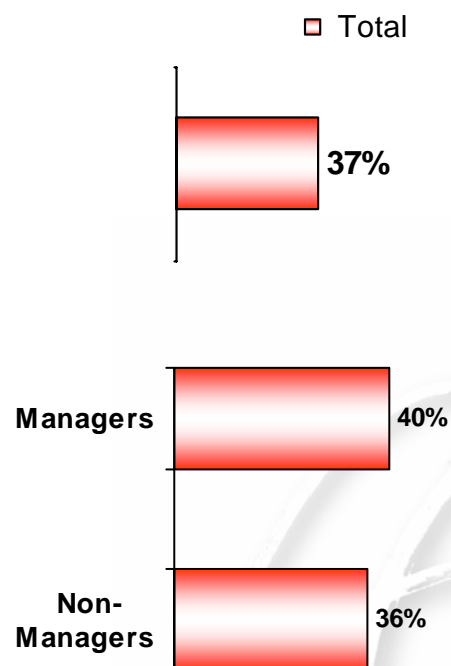


Almost half of Canadian workers are aware of co-workers in the workplace facing mental health challenges ...

Aware of at co-worker/self **stressed to the point of reduced productivity or requiring time off...**



Aware of a co-worker/self **copied with bouts of depression that may require days off...**



Awareness in the workplace of any employee and, including themselves, who are experiencing any of the following circumstances or conditions...
Base: all respondents



Ipsos Reid

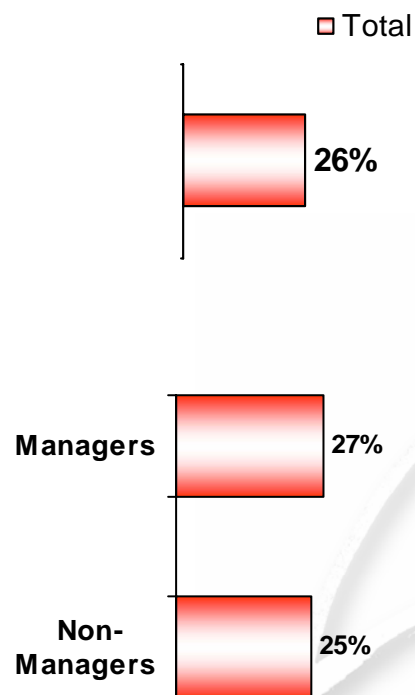


And, similarly...

Aware of a co-worker/self having **anxiety or panic disorders...**



Aware of a co-worker/self taking an **extended leave of absence (3 months or more) to deal with a mental health issue...**



Awareness in the workplace of any employee and, including themselves, who are experiencing any of the following circumstances or conditions...
Base: all respondents



Ipsos Reid



But few are aware of any specific guidelines or policies in their workplace for dealing with or accommodating employees with mental health conditions...



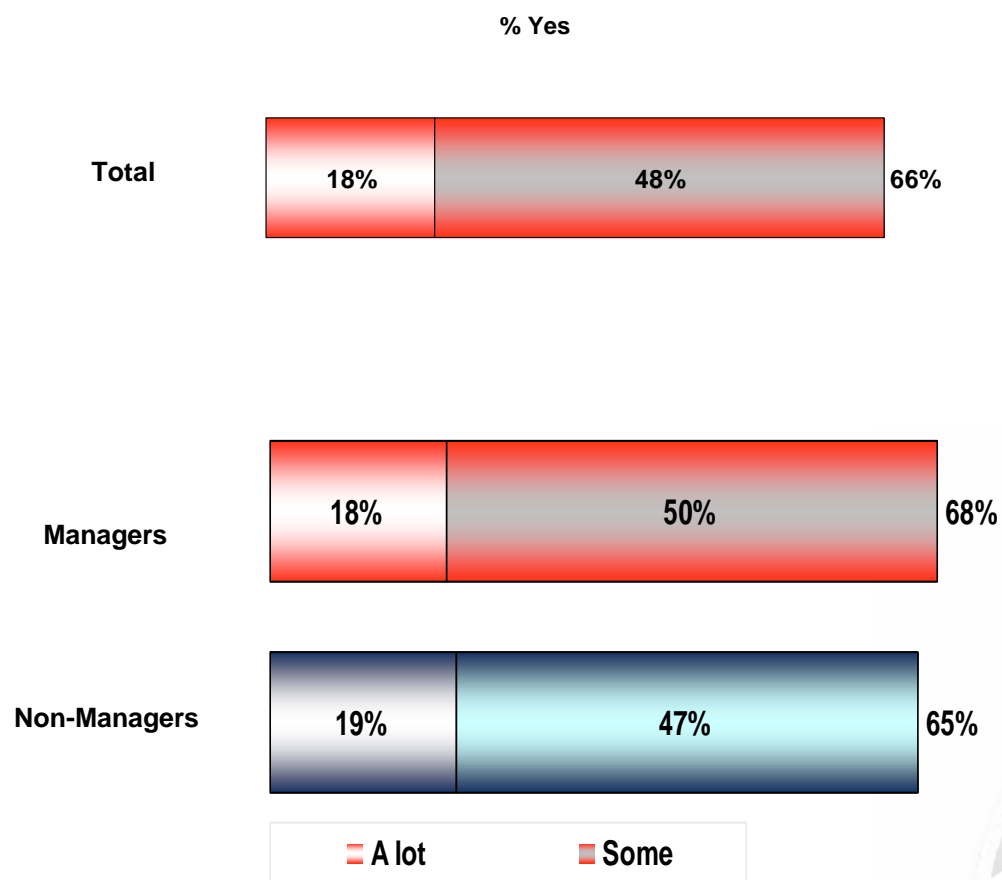
Are you aware of any specific guidelines or a policy in your workplace for dealing with or accommodating people with mental health conditions such as depression, stress or anxiety? **Base: all respondents**



Ipsos Reid



Most indicate that they have “some understanding” about mental health conditions like depression – 1 in five have, apparently, “a lot”...



How much would you say you know about mental health conditions like depression? Base: all respondents



Ipsos Reid



And, how accommodating was their workplace to this specific situation?



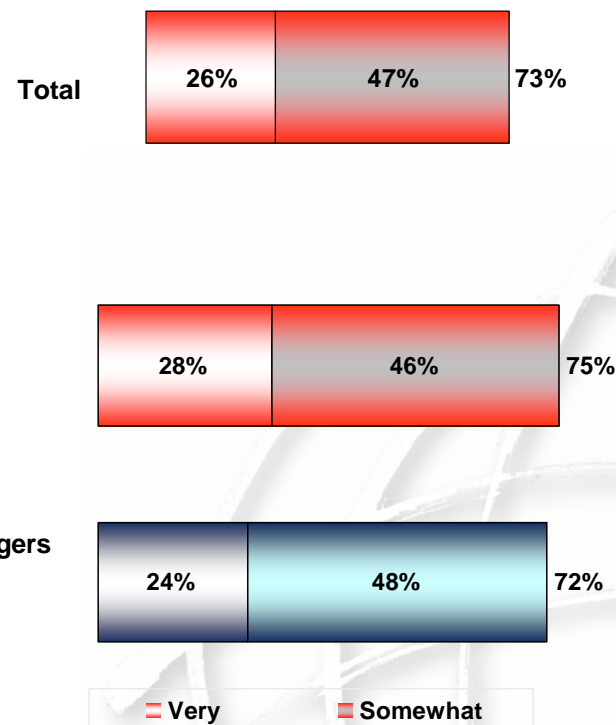
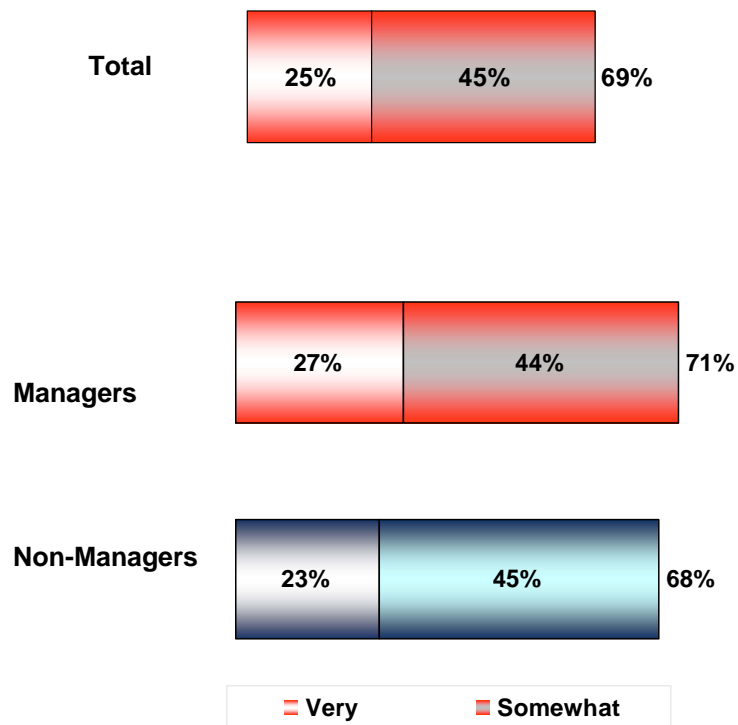
IpsosReid



For the most part, employers are “accommodating”...

7 in 10 aware of a circumstance indicate their employer was accommodating for employees being stressed to the point of reduced productivity or requiring time off...

Almost $\frac{3}{4}$ of those aware of a circumstance indicate their employer was accommodating for employees coping with bouts of depression that may require days off...



Base: Those Aware

Among those who were aware of the condition or circumstance, how accommodating was the workplace or employer in dealing with health needs of individuals in coping with their conditions or circumstances... **Base: all respondents**

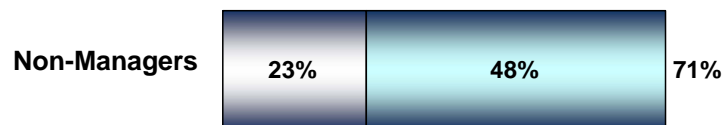
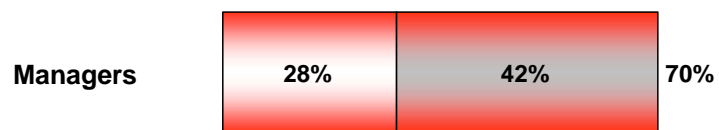
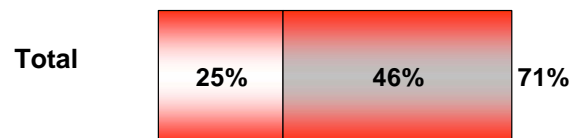


Ipsos Reid



And even more so here...

Almost three quarters of those aware of the circumstance say their employer was accommodating of an employee having **anxiety or panic disorders...**

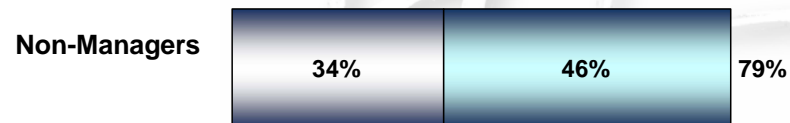
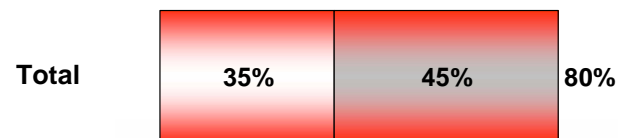


Very Somewhat

Base: Among Aware

Among those who were aware of the condition or circumstance, how accommodating was the workplace or employer in dealing with health needs of individuals in coping with their conditions or circumstances... Base: all respondents

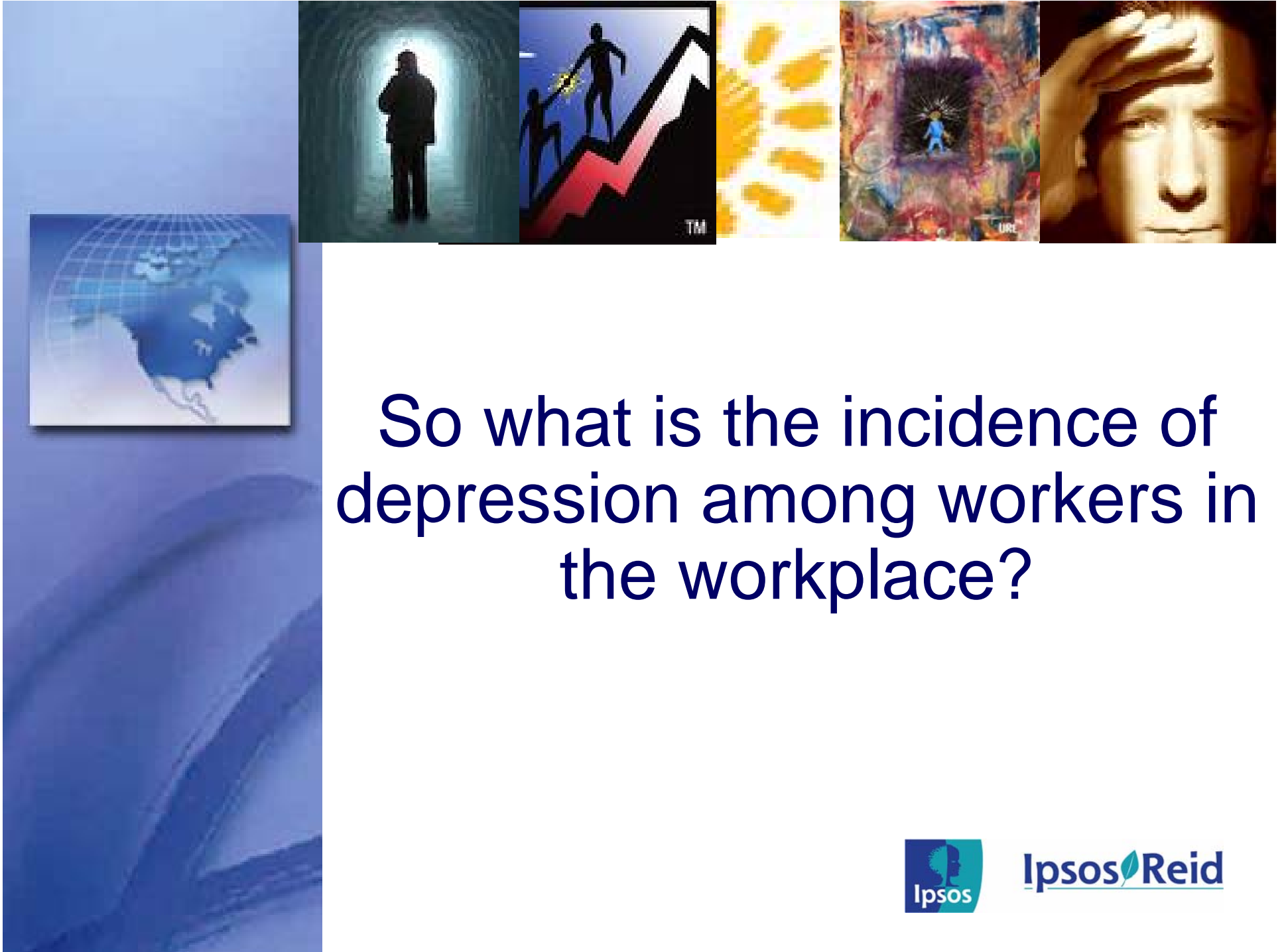
8 in 10 of those aware of the circumstance say their employer was accommodating of **an employee taking an extended leave of absence (3 months or more) to deal with a mental health issue...**



Very Somewhat



Ipsos Reid



So what is the incidence of depression among workers in the workplace?

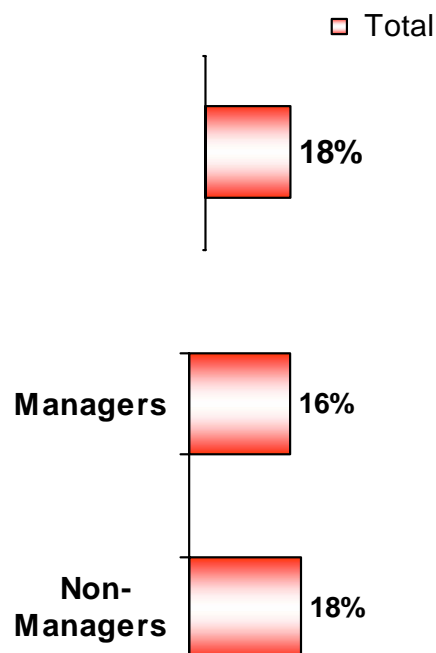


IpsosReid

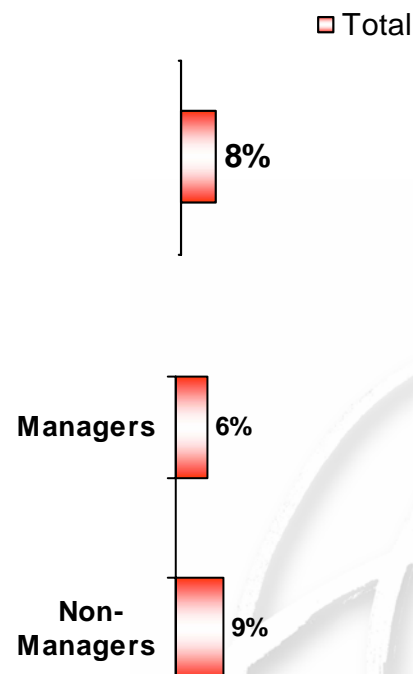


Approximately **1 in 6** of all employees say they have been **diagnosed as being clinically depressed** and **1 in 10** are currently **taking medication** for the condition...

I have been diagnosed by a doctor as being clinically depressed...



I am currently taking prescription medication for depression...



8% more think they suffer from depression but have not seen a doctor to be diagnosed... This suggests 26% of the entire Canadian Workforce either has (18%) diagnosed depression or undiagnosed self reported depression...

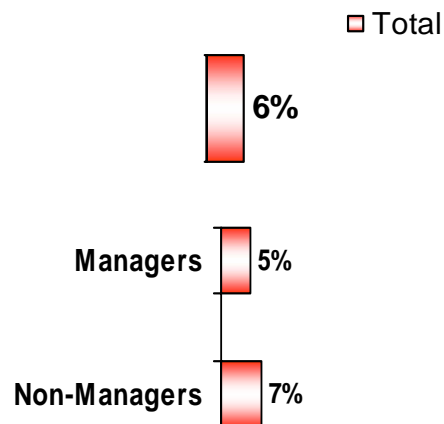
Base: all respondents



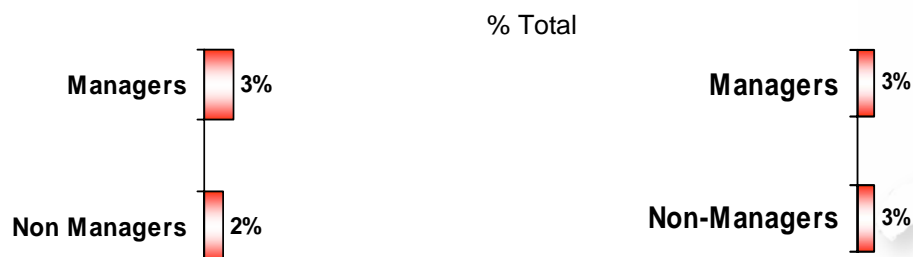
Ipsos Reid



Of all workers...6% are currently under the care of a physician for depression...



And 3% are currently undergoing counseling or therapy for depression...and 3% have been hospitalized because of it...



Base Diagnosed/believe they suffer from depression...

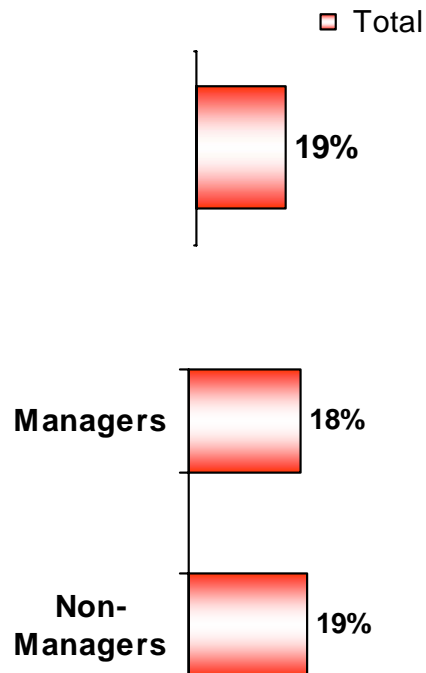


Ipsos Reid



Of the 26% with diagnosed/self reported depression, 19% took days off due to depression, stress or anxiety in the past year...

In the past 12 months, have you missed 3 or more work days due to depression, stress or anxiety?



And how much time was missed?



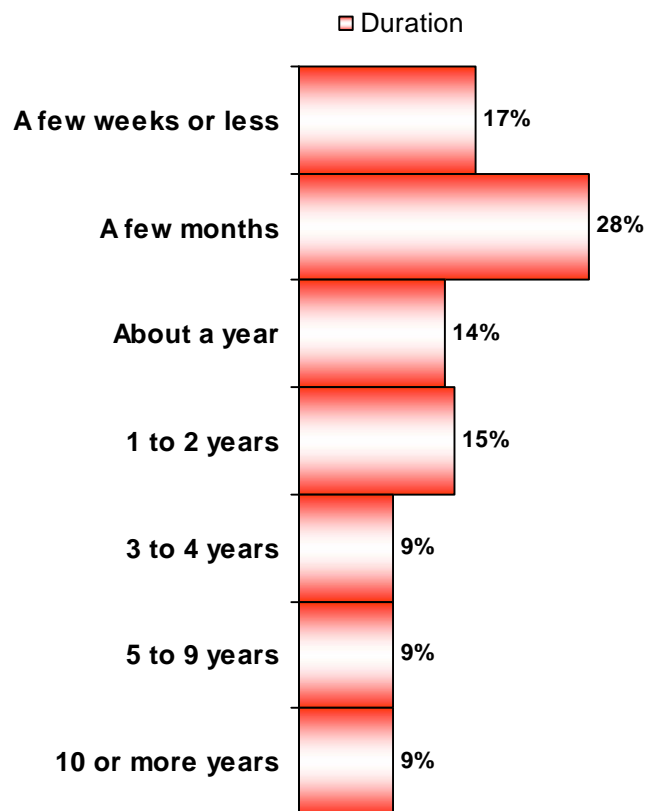
Base Diagnosed/believe they suffer from depression...



Ipsos Reid



Duration of depression: 59% of these workers indicate it lasts from a few weeks to a year...9% of these workers say it has gone on for 10 years or more...



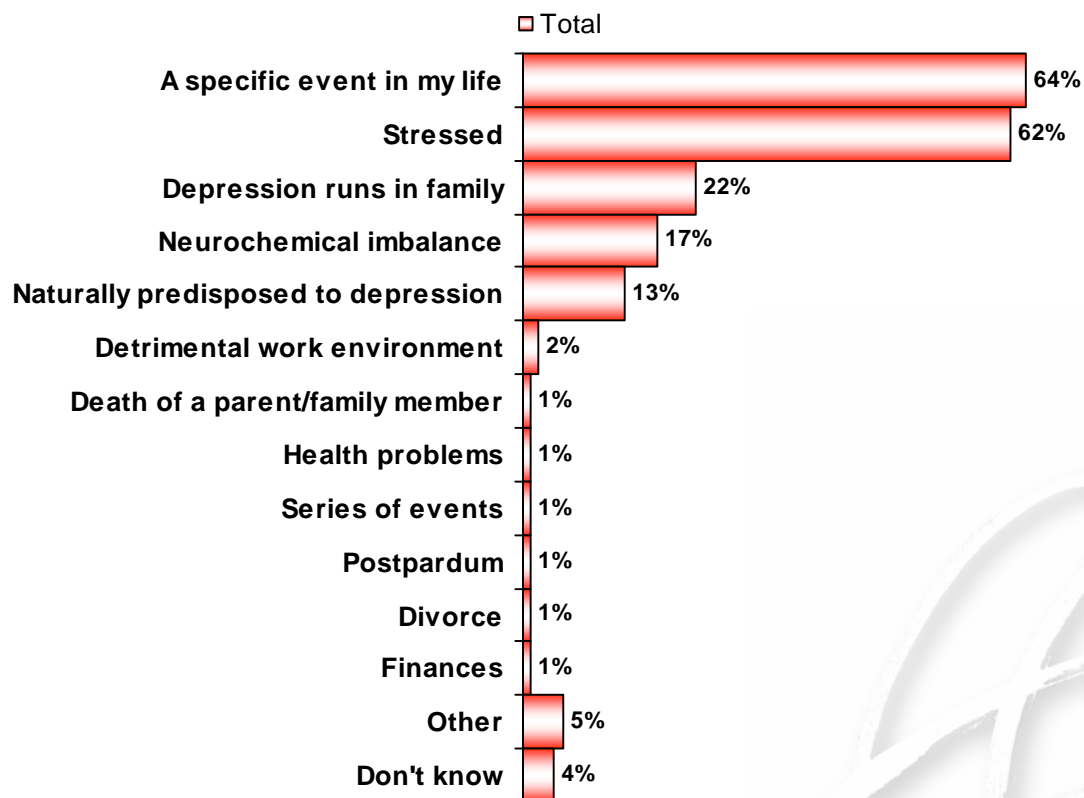
Base Diagnosed/believe they suffer from depression...
What has been the duration of your depression



Ipsos Reid



Of the 26% depressed (diagnosed/believed) they believe it is linked to the following, with 2/3rds pointing to a specific event/stress:



Base Diagnosed/believe they suffer from depression...
Do you think of depression as linked to any of the following possible circumstances and/or events?

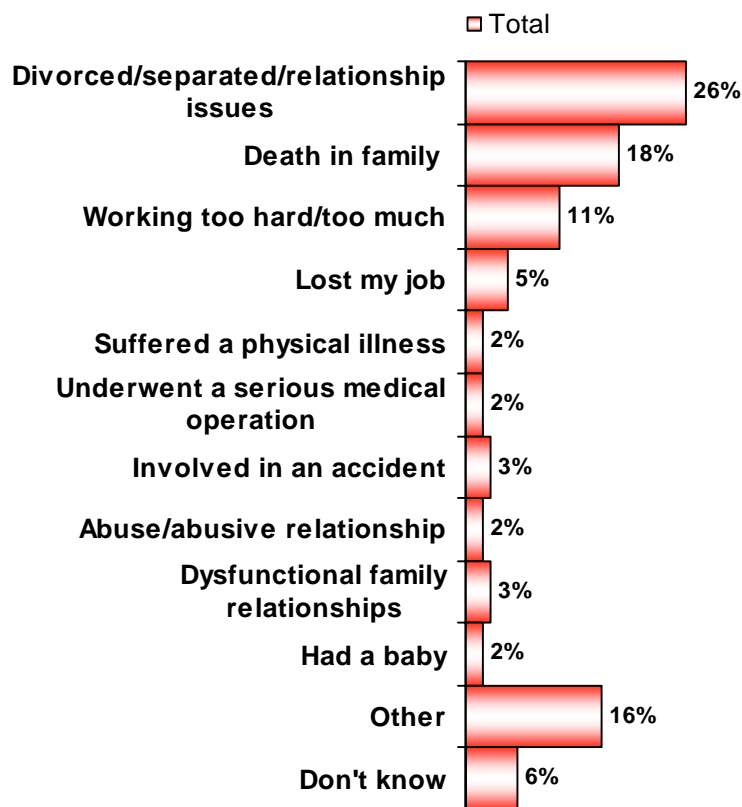


Ipsos Reid



And of the 2/3'rds who said a specific event was linked to their depression: relationship issues (26%), Death in the family (18%) and work (11%) were top cited...

17% of all diagnosed with/believe have depression say specific link to relationship issues...



Base: Those diagnosed/believe and believe link

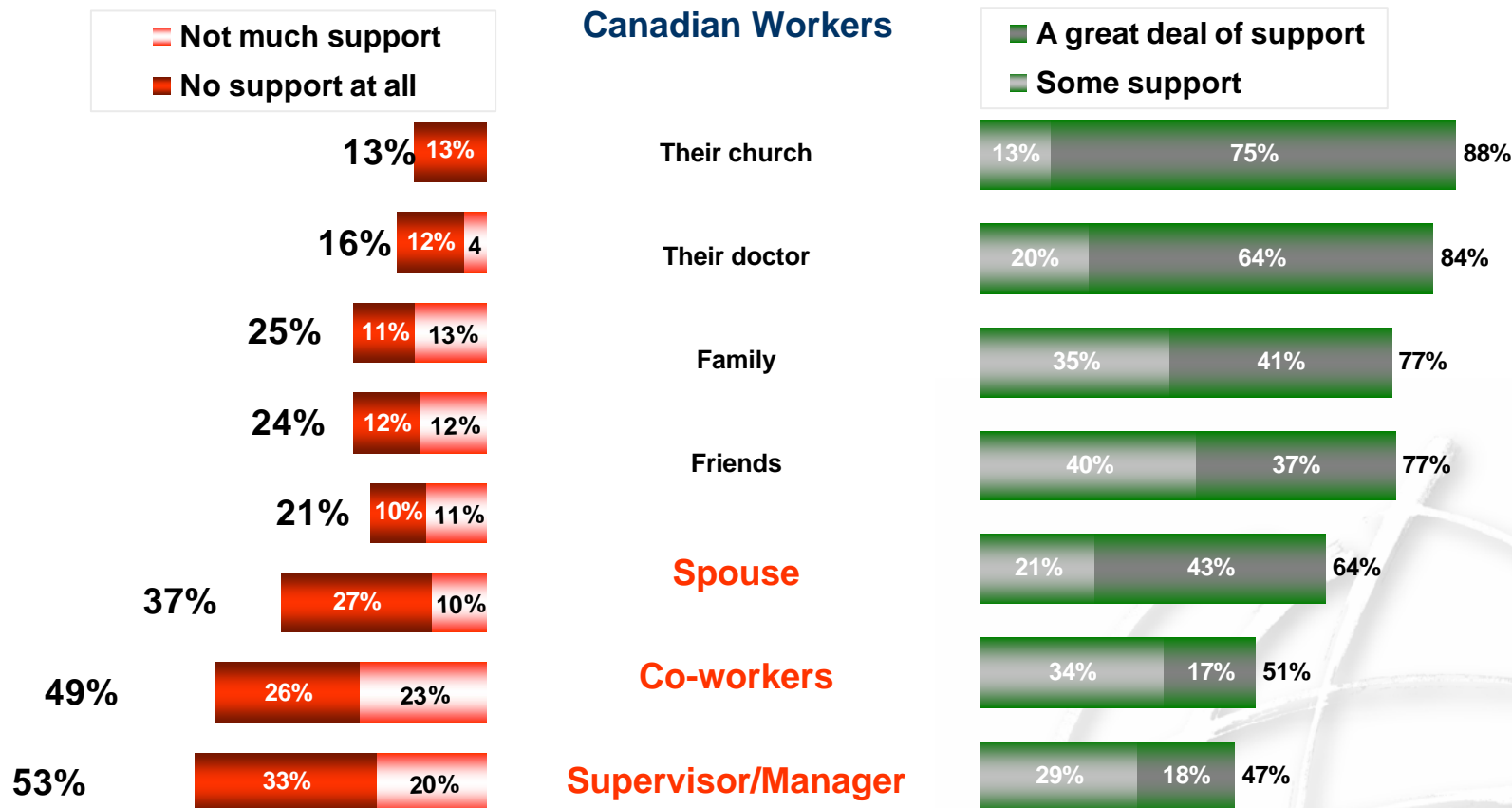
Canadians: For those 64% who believe that their depression was linked to a specific event in their life, what was the nature of that event?



Ipsos Reid



Where the 26% get their support...and where they **don't**...



Base: Those diagnosed/believe they suffer from depression

Of those who have been diagnosed by a doctor as being clinically depressed or believe that they suffer from depression without diagnosis...In terms of coping with depression at work, how much support do they get from...(ranked)



Ipsos Reid



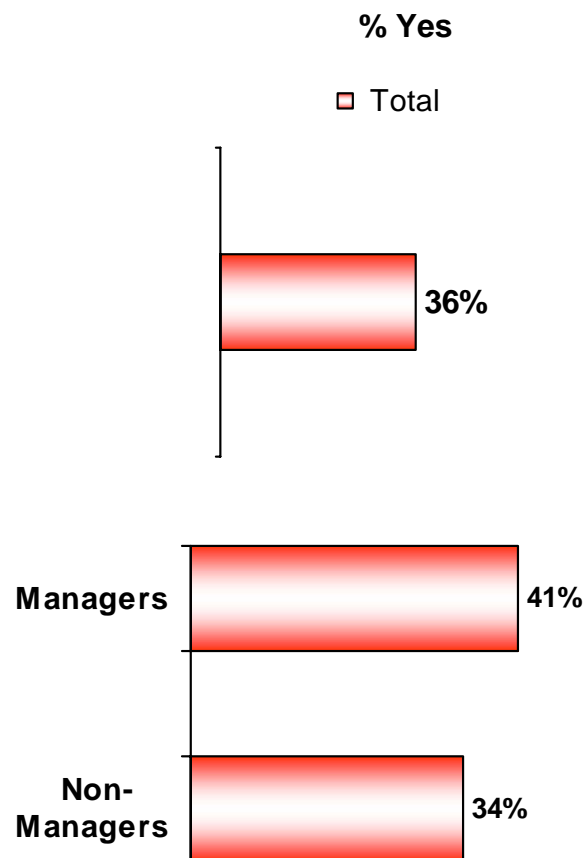
Letting people in the
workplace know...



IpsosReid



Of the 26% less than 4 in 10 are likely to have told someone at the workplace...



Base: Those diagnosed/believe they suffer from depression

Have you ever told anyone in your workplace about your depression? (have been diagnosed by a doctor as being clinically depressed or believe that they suffer from depression even though they have never been clinically diagnosed with it)

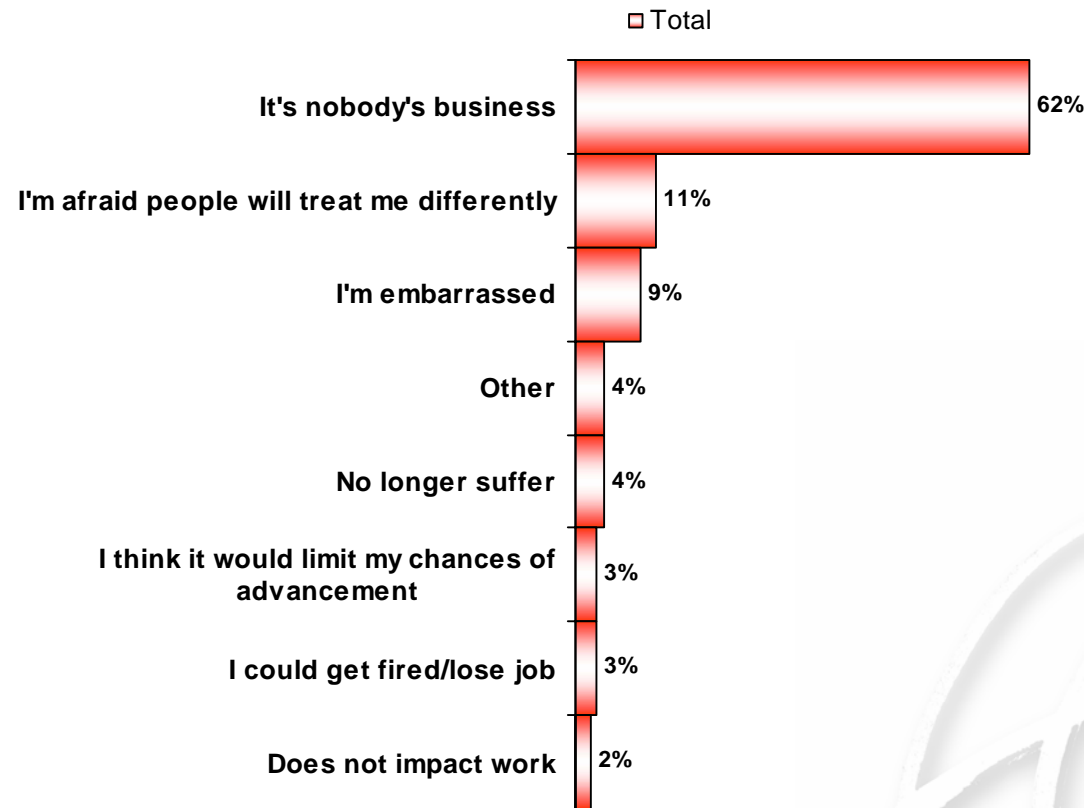


Ipsos Reid



Primarily, because they don't think it's anybody's business...

Reasons:



Base: Of those who have been diagnosed by a doctor as being clinically depressed or believe that they suffer from depression without diagnosis...of the 64% who have not told anyone in their workplace about their depression, these are the reasons why:

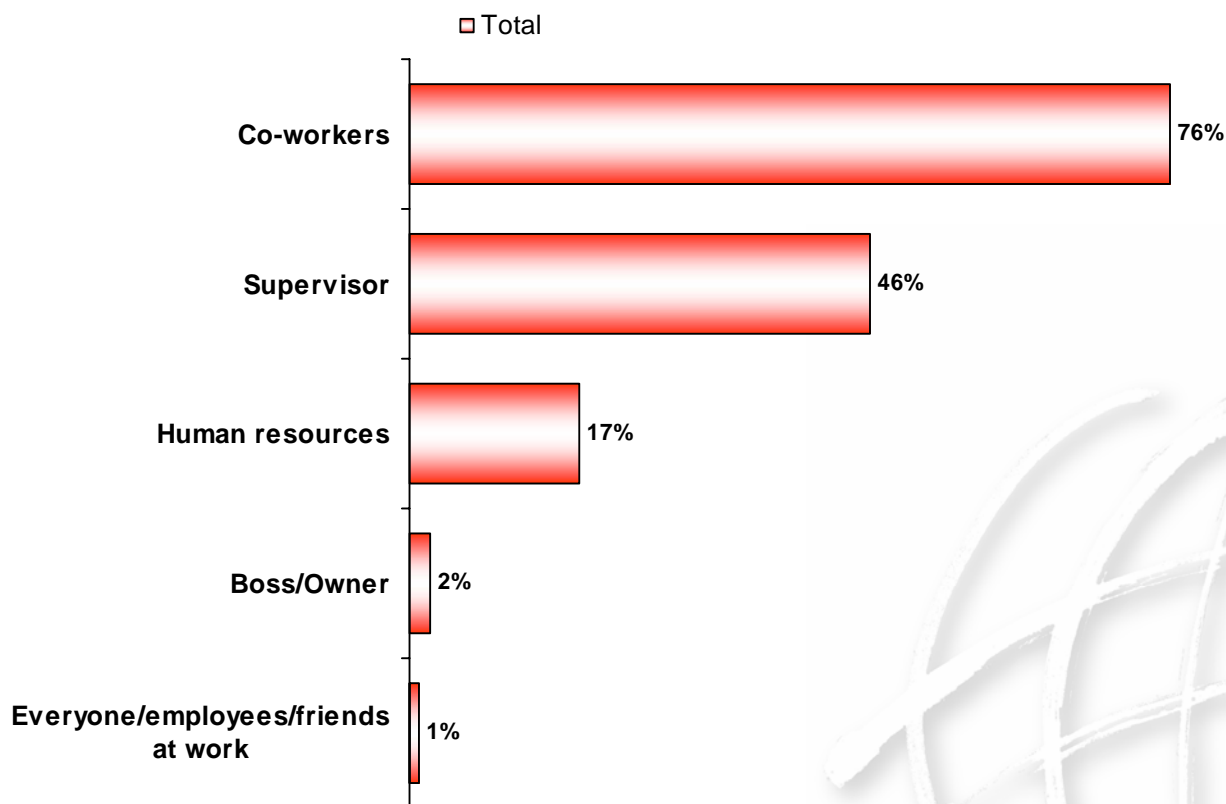


Ipsos Reid



Of the roughly 36% who have actually told someone in their workplace, it's co-workers and then supervisors who are told, far less likely those in human resources and hardly ever "the boss"...

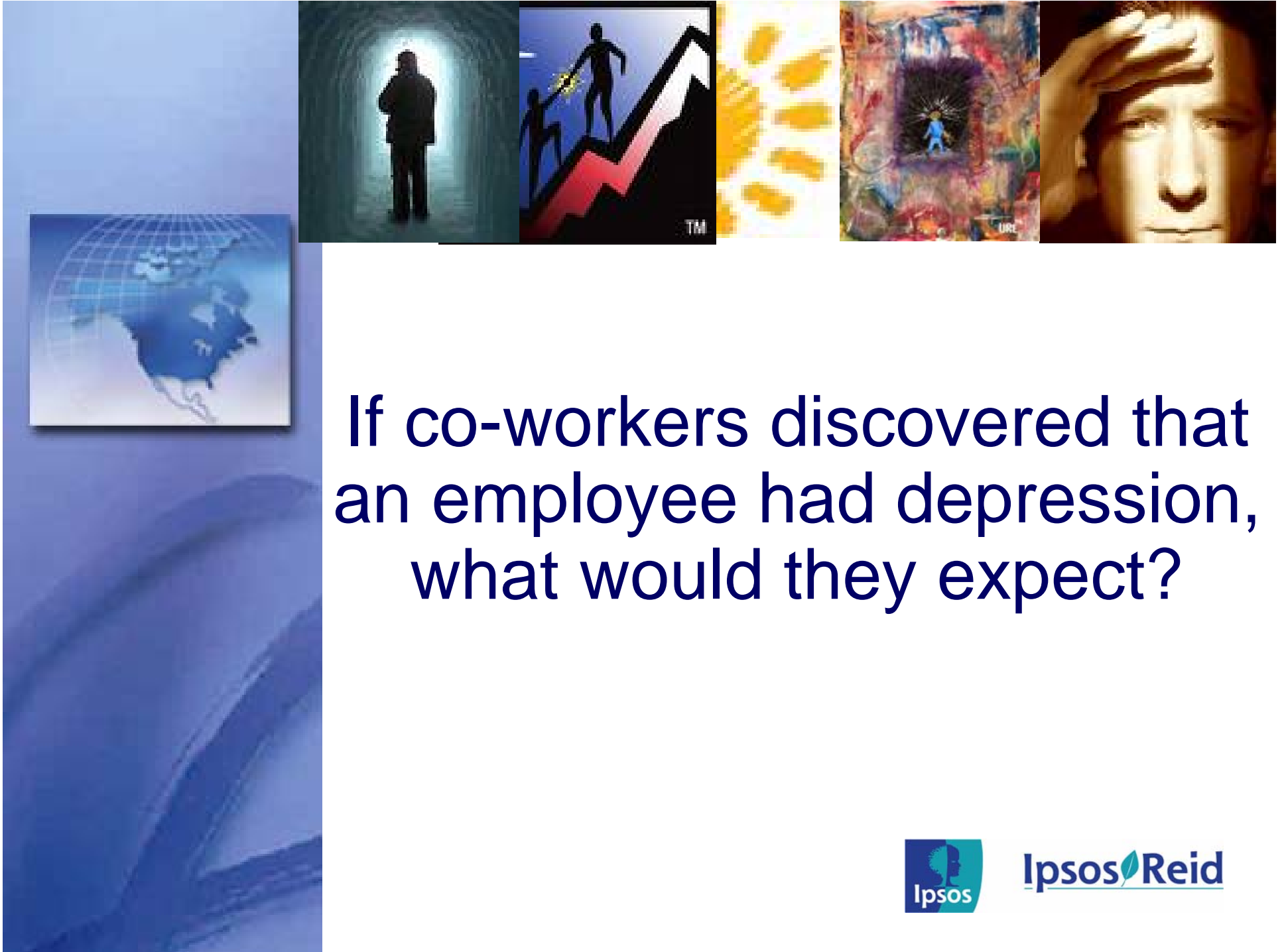
Workplace people who have been informed about a worker being diagnosed clinically with depression...



Base: Those diagnosed/believe they suffer from depression
Of the 36% who have told someone in their workplace, they told:



Ipsos Reid



If co-workers discovered that an employee had depression, what would they expect?

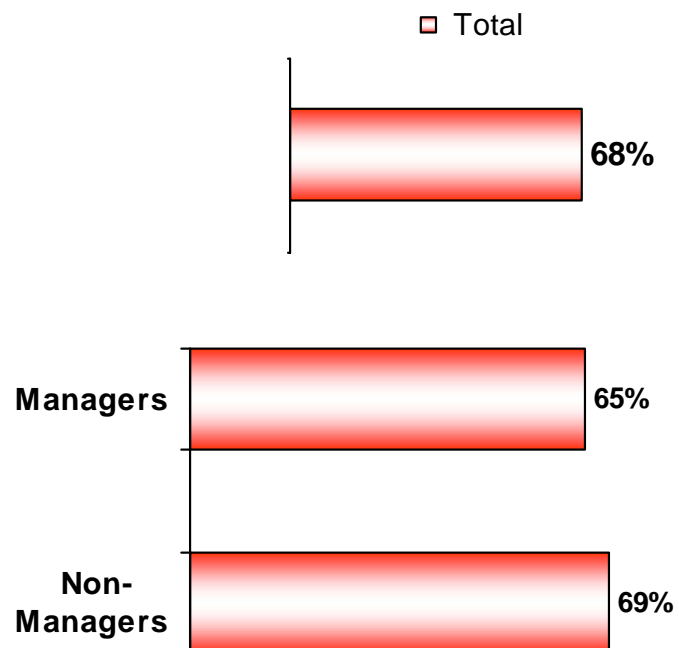


IpsosReid

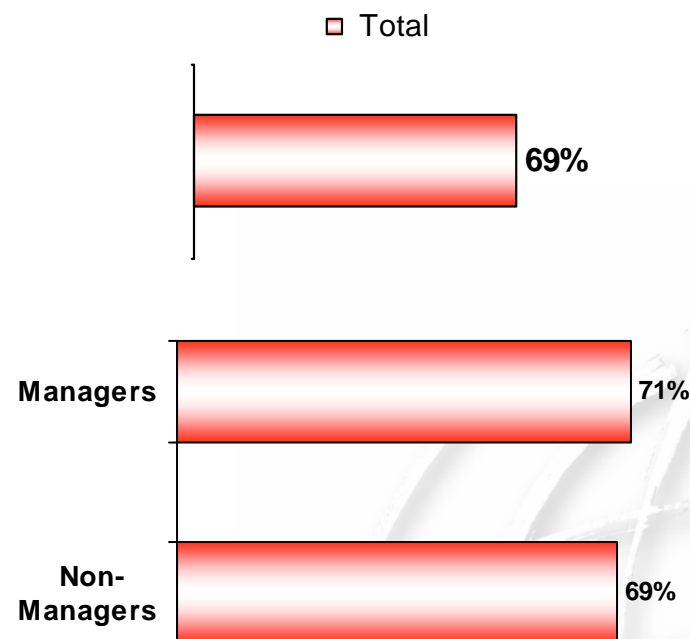


Seven in 10 say they continue to have the same level of confidence in them as before but an average of two thirds would expect them to be less productive than before...

Continue to have the same level of confidence in them...



Expect them to be less productive than before...



Base: all respondents... If I discovered that someone at your workplace was suffering from depression, I would...

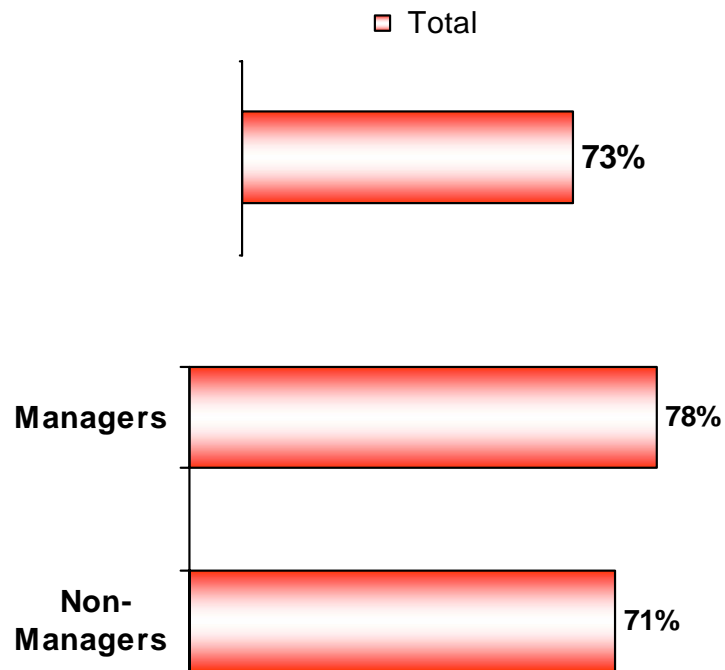


Ipsos Reid

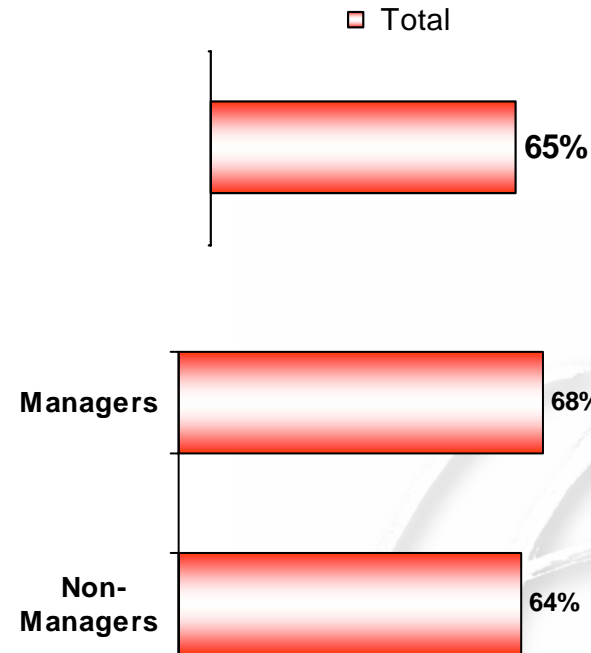


However, there would be some significant angst: at least 7 in 10 would be worried about the ability of co-workers to assume major responsibilities and at least 2/3 would be unsure what to expect from them at work...

Be worried about their ability to assume major responsibilities...



Be unsure of what to expect from them at work...



Base: all respondents...If I discovered that someone at your workplace was suffering from depression, I would...

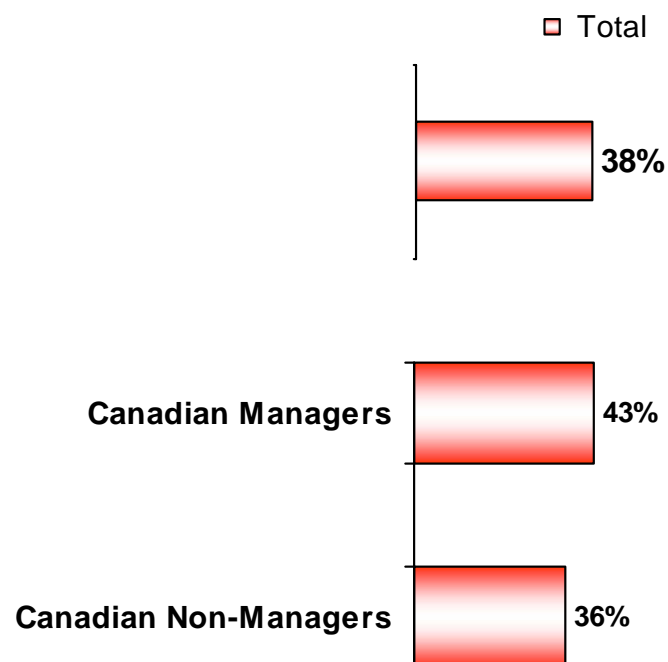


Ipsos Reid



And it least four in 10 would consider them less reliable than before having learned of their depression...on the other hand, 6 in 10 wouldn't consider them less reliable...

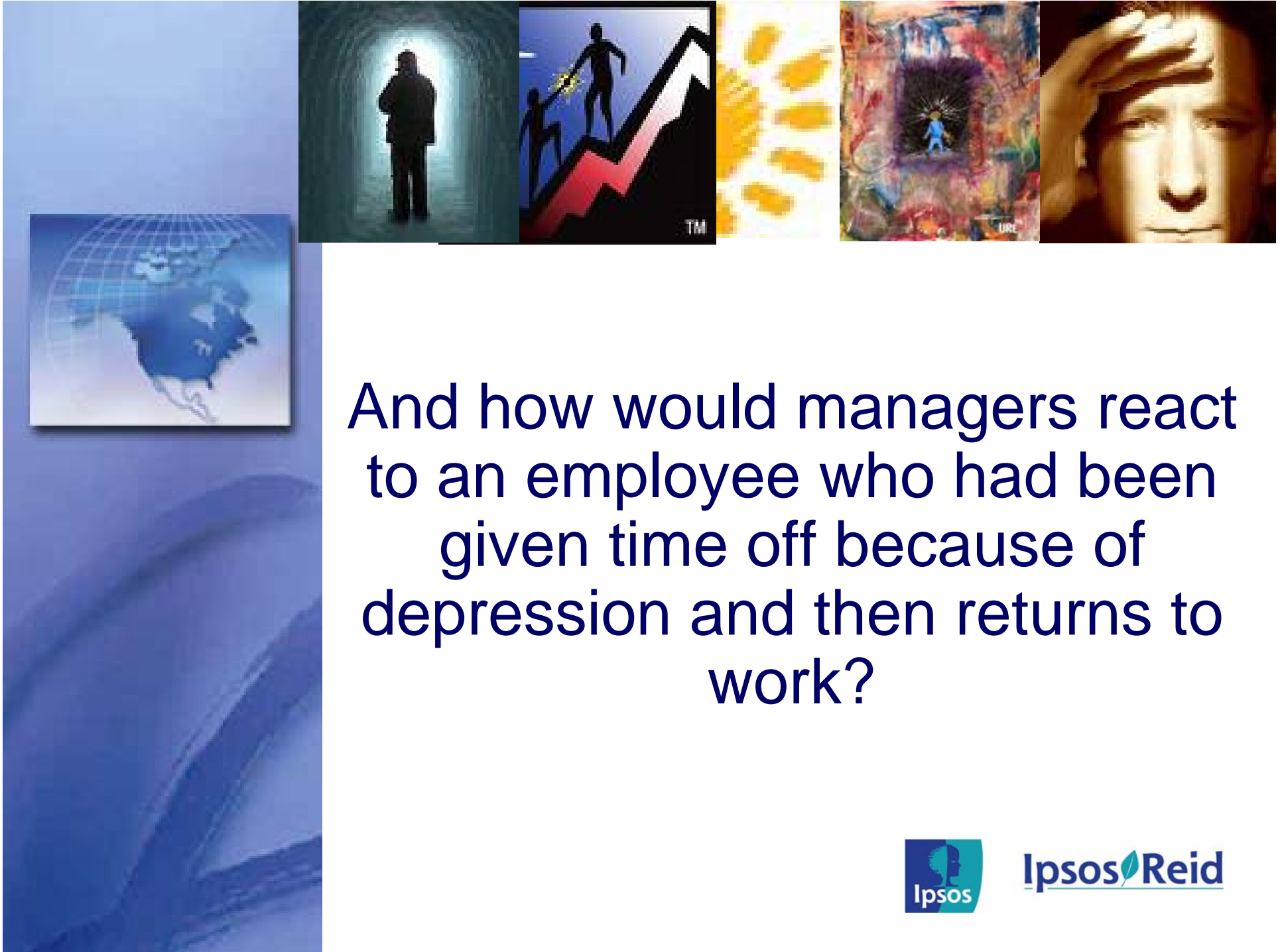
I would consider them less reliable than before I learned of their depression...



Base: all respondents ...If I discovered that someone at your workplace was suffering from depression, I would...



Ipsos Reid



And how would managers react to an employee who had been given time off because of depression and then returns to work?

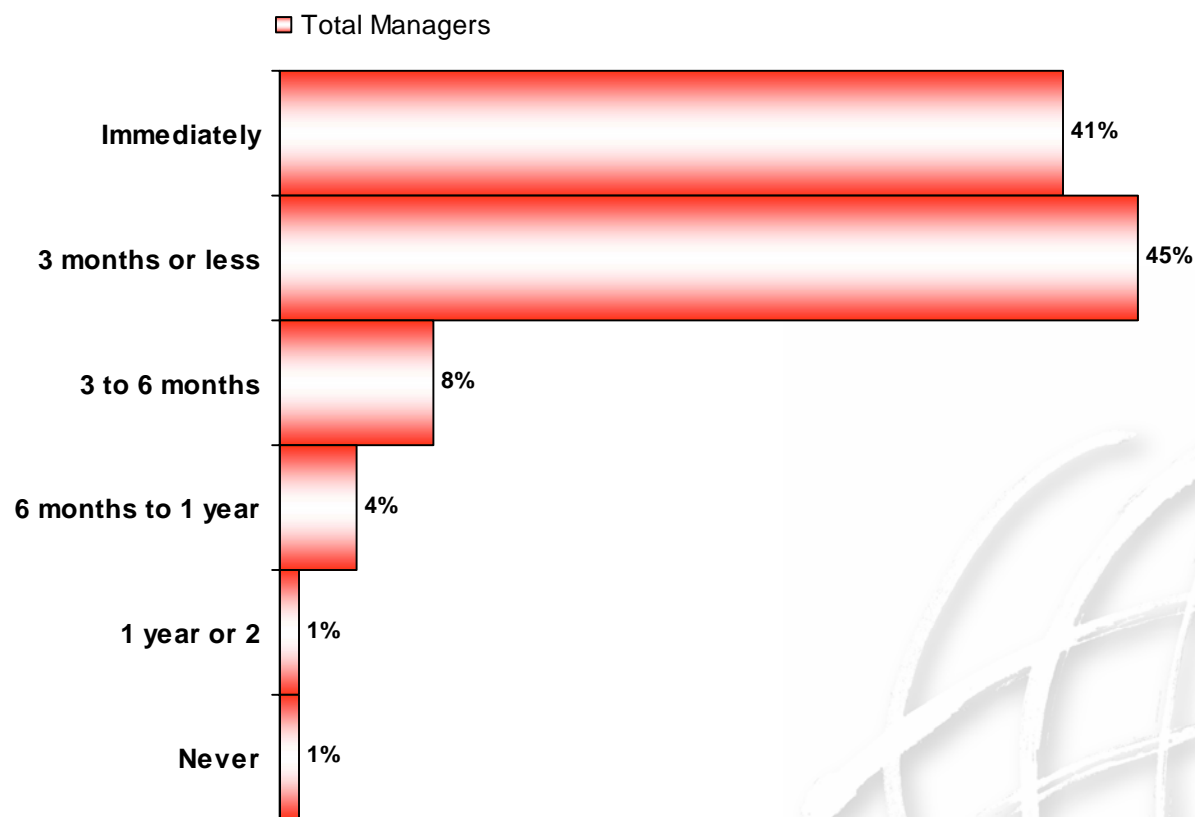


IpsosReid



86% indicated that they would consider this employee “truly reliable” after three months or less...

...Consider them truly reliable?



Base: all managers ...An employee with diagnosed depression, who had left the company with permission for sick leave, returns after a three month absence and appears to be alright, or for all intents and purposes, normal and productive. Thinking about the type of work employees under your supervision are required to do, how long would it be before you would fully...



Ipsos Reid



And almost an equal number would let them fully assume the responsibilities they had previously...

...Let them fully assume the responsibilities they had previously?



Base: all managers ... An employee with diagnosed depression, who had left the company with permission for sick leave, returns after a three month absence and appears to be alright, or for all intents and purposes, normal and productive. Thinking about the type of work employees under your supervision are required to do, how long would it be before you would fully...

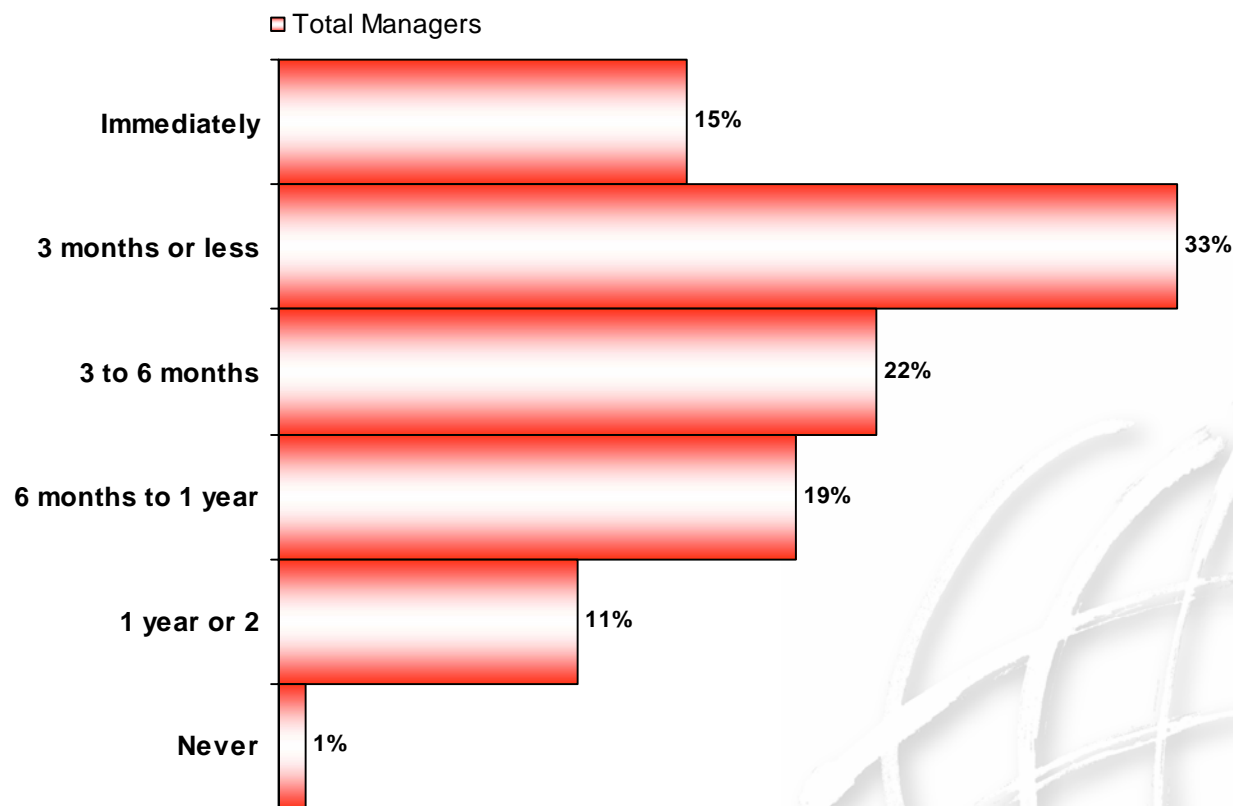


Ipsos Reid



For a promotion, three quarters of managers indicate it could be from somewhere between three months and a year...

...Consider them for a promotion?



Base: all managers ... An employee with diagnosed depression, who had left the company with permission for sick leave, returns after a three month absence and appears to be alright, or for all intents and purposes, normal and productive. Thinking about the type of work employees under your supervision are required to do, how long would it be before you would fully



Ipsos Reid



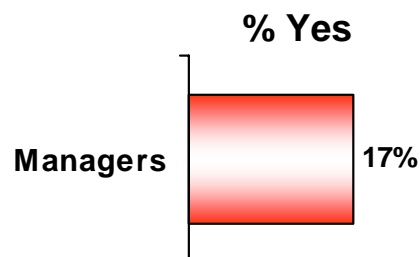
So, what are managers dealing with?



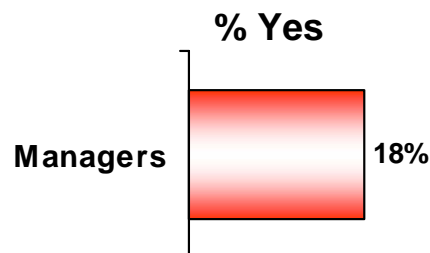
IpsosReid



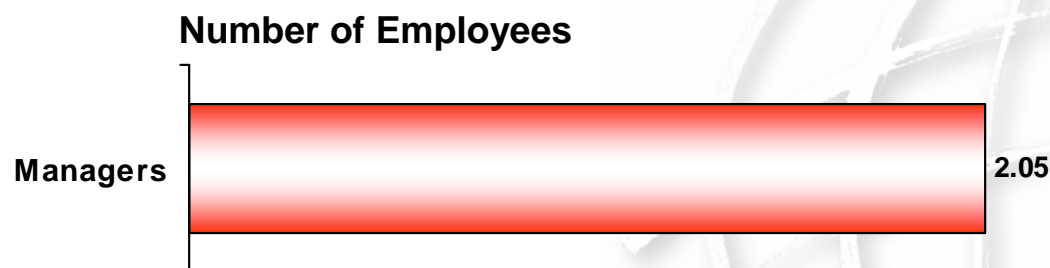
1 in 6 managers know of employee direct reports who have been diagnosed with depression?



1 in 6 managers know of employee direct reports who they suspect have depression but not diagnosed?



2 or more direct reports with diagnosed or suspected depression:



Base: all managers ... Has anyone who reports to you been diagnosed by a doctor as having depression? Is there someone in your workplace you suspect suffers from depression, but who you believe has not been diagnosed by a doctor? Of the employees who report to you, how many overall do you know or believe to be suffering from depression, whether diagnosed or not?



Ipsos Reid

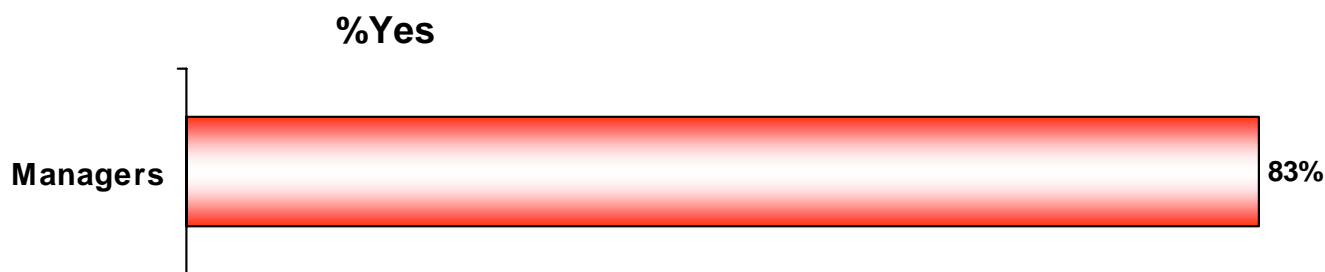


Total costs to the company estimated by managers with direct reports who have been diagnosed or they suspect may have depression without diagnosis:

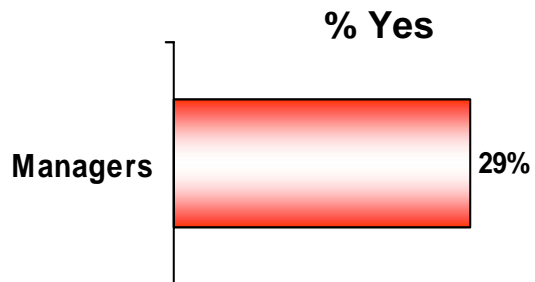
- Total annual estimated cost for “depressed” Canadian direct reports in **reduced efficiency/productivity** while at work: **\$14,579.74**
- Per Canadian employee: **\$7,112.07**
- Total annual estimated cost for Canadian “depressed” direct reports in **absenteeism**: **\$20,335.56**
- Per Canadian employee: **\$9,919.79**



A full majority believe that as a supervisor they consider it a part of their job to intervene with an employee who they believe is showing signs of depression:



In their role as a supervisor, they have personally intervened with an employee who they believe is showing signs of depression:



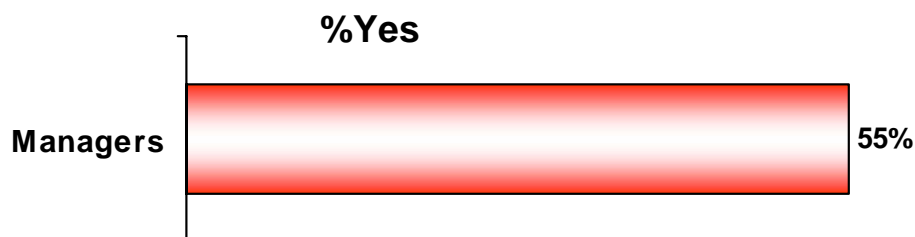
Base: all managers



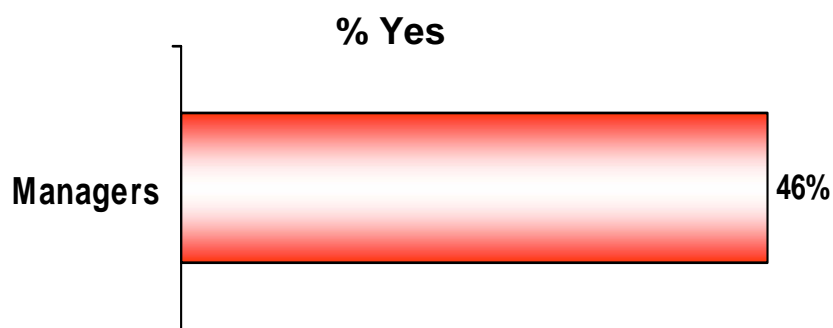
Ipsos Reid



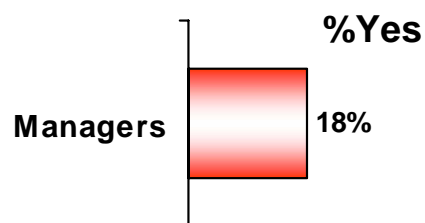
A majority say they know what to do in order to help someone who reports to them who was suffering from depression:



Roughly half indicate they have a strong grasp of the policies at their company regarding mental health:



But very few have received training to help them identify and deal with employees who exhibit signs of depression:



Base: all managers



IpsosReid



Managers who have experienced an employee suffering from depression ask for better training, support and the guidelines...



Base: Managers who has someone report to them diagnosed with depression...What could have made the experience of dealing with an employee who suffers from depression better or easier? (Canadians Managers who have someone who reports to them that have been diagnosed by a doctor as having depression)



Ipsos Reid



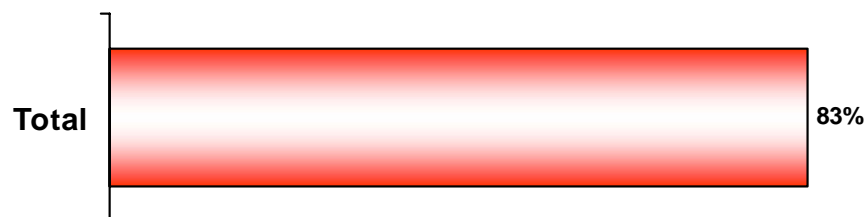
And, some final voices from the workplace...



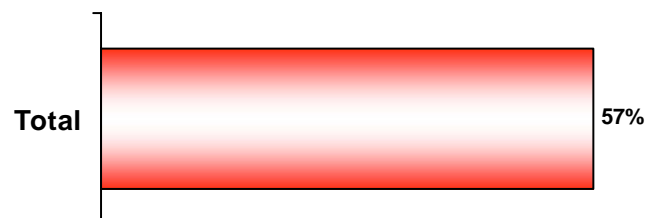
IpsosReid



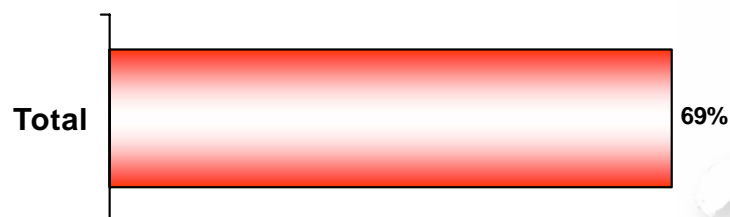
A full majority of all employees believe that workers with mental health conditions can be just as productive as other workers if they have access to the right supports...



6 in 10 say that at their workplace, people can acknowledge that they have depression and still get ahead in their careers...



7 in 10 believe that If they told their direct supervisor that they suffered from depression, they would be understanding and supportive...



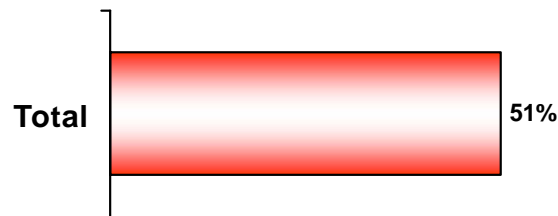
Base: all respondents



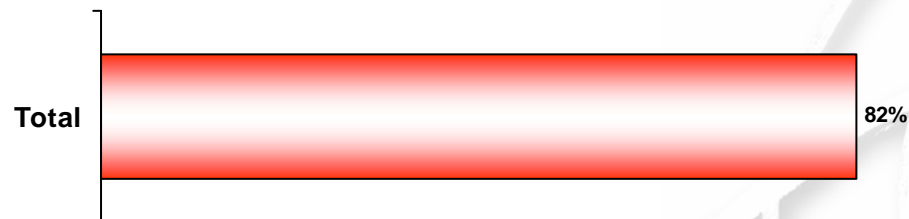
Ipsos Reid



Half of all employees say they would know what to do to help a co-worker who was suffering from depression...



And, 8 in 10 say CEOs should make helping employees with depression a key human resources priority...



Base: all respondents



Ipsos Reid



So what have we learned?



Ipsos Reid



Preliminary Learnings...

- The workplace climate about the awareness, receptivity, accommodation and support of those with depression appears to be fairly positive and prudent
- Over a quarter of the Canadian workforce has either been diagnosed (18%) or believe they suffer from undiagnosed depression (8%)
- While workplaces appear to be doing many of the right things, very few have tangible guidelines to help workers and managers and the Human Resources people are pretty much out of the picture
- The costs of workers in the workplace is significant on an aggregate and extrapolated basis



Preliminary Learnings...

- We should not confuse “stigma” with caution, lack of knowledge as to how to effectively respond...there appears to be a willingness to engage...
- The data SPSS set will be made available within a few weeks
- Special thanks The Great West Life Centre For Mental Health in the Workplace





Mental Health In The Canadian Workplace

John Wright
Senior Vice President
Ipsos-Reid



Ipsos  **Reid**

November 19, 2007