

♡ Dialogue

Well-Being Report

A BENCHMARK FOR CANADIAN HEALTH

Prioritizing prevention, alongside treatment, can empower employees to prevent or delay more serious issues around mental and physical health, and feel healthier and happier in the long run. At the same time, employers who invest in prevention and early intervention can decrease costs related to chronic conditions, disability, employee turnover, and more.

But **what determinants of well-being should organizational leaders focus on in order to foster a proactive and preventative culture?**

In this first edition of Dialogue's Well-Being Report, HR leaders will uncover insights to better identify opportunities for improvement in employee well-being.



It's no secret -

Employee well-being and prevention are top of mind for employers. 74% of plan sponsors anticipate investing in wellness and over 80% agree that employers should take on the greater responsibility to prevent, rather than just treat disease, illness, or injury.¹

The factors that influence employee health and well-being are multidimensional. Promoting well-being starts with where and how employees work and live. Well-being is also shaped by financial and economic circumstances, lifestyle choices, and access to healthcare services.

How did we measure well-being?

To proactively address mental health in the workplace, it's not uncommon for employers to examine mental health and well-being from all angles. But helping employees uncover their own personalized risk factors and directing them to the right resource in critical moments remains challenging.

Dialogue's Well-Being Score is a 1-minute assessment designed for employees to rank their well-being over the past 2 weeks across 5 dimensions. The Well-Being Score enables employers to get proactive about risk factors in their organization, and match their employees to personalized in-app support — from preventative strategies all the way to clinical support.

Dialogue's Well-Being Score is based on the World Health Organization's WHO-5 Well-Being Index, a validated method to assess well-being in adults

The WHO-5 Well-Being Index measures mood, stress, physical activity, sleep, and sense of purpose by asking the individual to rank their experiences in the past two weeks on a five point scale (5 being all the time, 0 being no time).

THE QUESTIONS ARE AS FOLLOWS:

1. I have felt cheerful and in good spirits
2. I have felt calm and relaxed
3. I have felt active & vigorous
4. I woke up feeling fresh and rested
5. My daily life has been filled with things that interest me

Dialogue's Well-Being Score provides personalized recommendations across the continuum of care

PREVENTION



SCORE > 75

Encourage and sustain healthy lifestyles.

EARLY INTERVENTION



SCORE 50 - 75

Address early warning signs by seeking practitioner-led or self-guided support.

↑ **Healthy Habits & self-guided content**
Self-therapy (iCBT) with coach assistance
Practitioner-led services (coaching, therapy sessions, or clinical assessment)
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TREATMENT



SCORE < 50

Intake and mental health assessment for Dialogue's practitioner-led services



Results

Dialogue analyzed Well-Being Scores from 6,400 Canadian respondents from October 1st to December 31st 2023.

AT A GLANCE

- Overall Well-Being Score ranks 'Low' (49.4)
- Lowest Well-Being Scores reported in the 20 - 29 age group (46.9)
- Lowest dimensions of the Well-Being Score are Sleep (2) and Activeness (2.2)
- 71% of members adopt a healthy habit after taking the Well-Being Score

Canadians score 'low' on overall well-being, demonstrating continued need for mental health support

With an average Well-Being Score of 49.4, **Canadians surveyed may be at greater risk** of having a mental health concern, including anxiety or depression.

According to The Mental Health Research Canada Council, more than 20% of Canadians suffer from moderate to severe anxiety or depression, yet only 1 in 10 Canadians have consulted for their mental health in the past year.²

This gap in accessing support also extends to employer-sponsored programs. A 2024 report published in partnership with Environics Research reveals that **50% of Canadians view their overall benefits plan as insufficient or state that it doesn't meet their needs**³. In addition, over a third (35%) of working Canadians indicate not having access to or being unaware of an employee assistance program (EAP)³.

Canadians continue to face barriers that **prevent or limit their access to health services**. With the rising cost of living, money is a top source of stress for Canadians, and 48% lose sleep over their finances⁴. This means paying out-of-pocket for well-being services is out of reach for many. Access to timely care is another barrier, where **62% of working Canadians must wait four or more days to see a family doctor**³. Long wait times and delays in seeking care can result in worsened health outcomes.

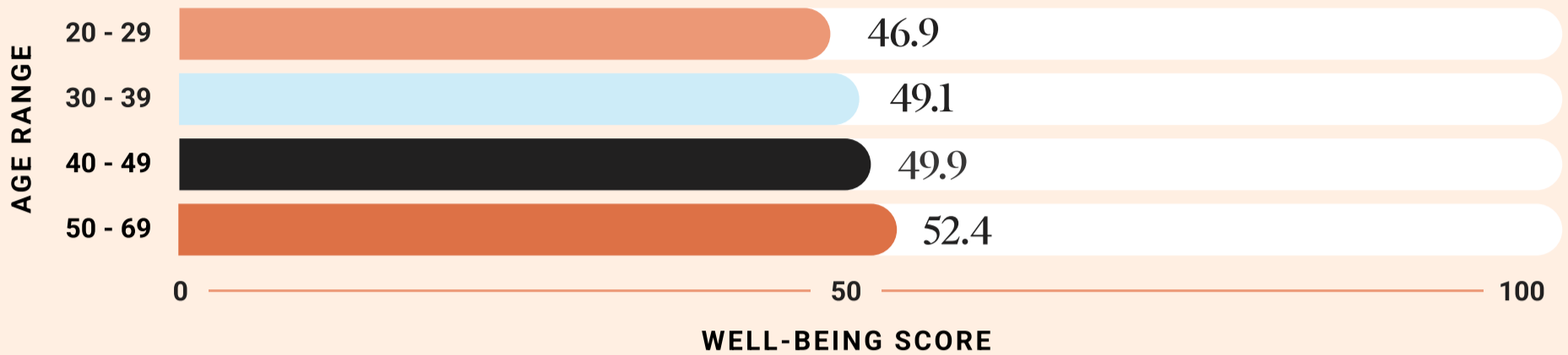


How can employers break down barriers and improve mental health in the workplace?

Employer-funded programs help to **reduce or eliminate out-of-pocket expenses for employees**. In fact, 80% of employees think employers should offer virtual care options. This is because such programs ease the financial burden and encourage employees to seek support for mental health issues without worrying if they can afford it. Virtual care and telemedicine can also connect **employees to the care they need faster**. This means employees avoid long wait-times, reduce time spent away from work, and feel better sooner.



Lowest well-being score results observed in younger Canadians



According to Dialogue’s survey, **Canadians aged 20-29 reported a Well-Being Score of 46.9, the lowest score compared to any other age group.** This is consistent with trends across the Canadian population, where younger people aged 15 to 24 are more likely to experience mental illness and/or a substance use disorder.⁴

Young adults and early-career employees may be more likely to experience psychological distress due to several life transitions. Entering the workforce can be a significant change as young adults transition away from familiar social supports at home or at university.⁶

This goes hand-in-hand with how many Gen-Z and Millennial employees are advocates for mental health, and expect employers to create a mentally healthy workplace. Employers can enhance talent attraction and retention among younger employees by fostering an organizational culture that promotes psychological safety, provides flexible working arrangements, and instills a sense of purpose in daily work.⁵

Virtual health benefits, including **telemedicine**, make accessing mental health support simpler and convenient for all demographics - including younger generations. Accessing support virtually may help young adults overcome discomfort, fear, or inconvenience associated with in-person medical consultations.

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Young adults may be more likely to experience psychological distress due to life transitions

Canadians have an opportunity to address sleep and physical activity to improve well-being

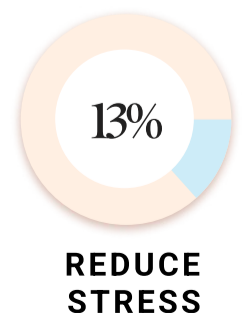
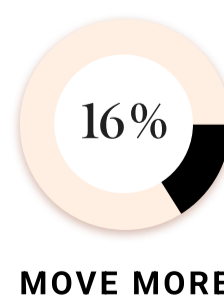
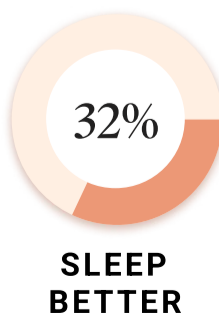


Survey respondents scored the lowest on sleep (2.0) and physical activity (2.2). This means **achieving sufficient sleep and regular exercise** are two lifestyle strategies that present the greatest opportunity to improve well-being.

More than ever, employees are interested in lifestyle strategies to prevent and reduce the risk of future health conditions. In fact, 71% of working Canadians are more conscious of their health, and 96% express interest in improving their well-being³.

The exciting news? **7 in 10 survey respondents with access to Dialogue’s Wellness program adopted a Healthy Habit** after taking the Well-Being Score. Healthy habits are evidence-based lifestyle strategies designed to improve one or more areas of well-being and work-life balance.

Most popular Healthy Habits adopted:





Key takeaways for leaders and employers

It's clear that Canadians continue to demonstrate a need for enhanced mental health and well-being support. Left unmanaged and untreated, stress of this magnitude can lead to more serious mental health issues, resulting in higher rates of absenteeism and lost productivity for employers. Clinically validated solutions that address a broad scope of mental health issues and are accessible without the need to pay out-of-pocket can help Canadians get access to the care they need to get better, faster.

To promote lasting well-being and reduce future mental health cases in the workplace, clinical support is only one piece of the puzzle. Improving well-being means **understanding the unique factors that put employees' at risk** and intervening before more serious issues develop. By helping individuals adopt healthy lifestyles and implementing strategies to improve work-life balance, well-being is promoted in the workplace every single day – not just once or twice a year when employees are already sick or struggling.

[Learn more about Dialogue's Well-Being Score](#)



ABOUT DIALOGUE'S WELL-BEING REPORT

Dialogue's Well-Being Score leverages the World Health Organization (WHO)'s Well-Being Index (WHO-5) framework, one of the most widely used questionnaires to assess well-being in research. Available in English and French within the Dialogue app, the one-minute survey helps uncover insights across five dimensions of mental health and well-being, including mood, stress, sleep, activeness, and sense of purpose. Dialogue Well-Being Scores range from 0 to 100, with higher scores representing increased well-being, and scores less than 50 indicating the need for further mental health assessment. Following benchmarking, employees are empowered to take action through tailored in-app resources, which can include implementing a trackable healthy habit, consulting self-serve resources, and if they score low, consulting with a mental health professional. Data is aggregated and de-identified to show statistical trends, enabling employers to assess risk factors in their organization and proactively invest in employee well-being where it counts. This Dialogue Well-Being Score Report displays insights from 6,400 people across Canada from October 1st, 2023, to December 31st, 2023.

ABOUT DIALOGUE

Dialogue is Canada's premier virtual healthcare and wellness platform, providing affordable, on-demand access to quality care. Through its team of health professionals, it serves employers and organizations who have an interest in the health and well-being of their employees, members and their families. Dialogue's Integrated Health Platform™ is a one-stop healthcare hub that centralizes all programs in a single, user-friendly application, providing access to services 24 hours per day, 365 days per year from the convenience of a smartphone, computer or tablet. Dialogue is the first virtual care provider to receive the Accreditation Canada Primer award, a third-party validation of safety and high-level quality of care. In October 2023, Sun Life acquired Dialogue, which now operates as a standalone entity as part of Sun Life Canada. For more information, please visit the Company's website at www.dialogue.co.

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APPENDICES

1. <https://www.benefitscanada.com/microsite/benefits-canada-healthcare-survey-2023/>
2. https://static1.squarespace.com/static/5f31a311d93d0f2e28aaf04a/t/646f6a54935f355d45369256/1685023317959/2022May25_MHRC+Poll+16+Full+Report.pdf
3. <https://www.sleepfoundation.org/sleep-hygiene/good-sleep-and-job-performance>
4. <https://www.fpcanada.ca/planners/2023-financial-stress-index>
5. <https://www.camh.ca/en/driving-change/the-crisis-is-real/mental-health-statistics>
6. <https://workplacementalhealth.org/employer-resources/guides-and-toolkits/literature-review-young-adult-worker-mental-health>
7. <https://www.benefitscanada.com/microsite/benefits-canada-healthcare-survey-2023/>