



TELUS Mental Health Index.

Canada | November 2023

Table of contents

1. What you need to know for November 2023	3
---	----------

2. The Mental Health Index	5
Mental health risk	6
Mental Health Index sub-scores	7
Anxiety	8
Isolation	9
Work productivity	10
Managers compared to non-managers	11
Mental health by gender and age	12
Mental health by employment status	12
Emergency savings	12

3. The Mental Health Index by province	13
---	-----------

4. The Mental Health Index by industry	5
---	----------

5. Spotlight	16
Perception of co-workers	16
Kind vs. Hostile	17
Team-focused vs. Self-focused	18
Hard-working vs. Lazy	19
Trustworthy vs Untrustworthy	20
Engaged vs. Apathetic	21
Accountable vs. Blaming	22
Adaptable vs. Rigid	23
Workplace recognition and trust	24
Work location and career advancement	28
Sleep	30
Primary emotion	33

6. Overview of the TELUS Mental Health Index	34
Methodology	34
Calculations	34
Additional data and analyses	34

What you need to know for November 2023.

1. The number of workers with a high mental health risk is greater now than it was early in the pandemic.

- At 63.1, the mental health of workers continues to decline for the fourth consecutive month
- 36 per cent of workers have a high mental health risk, 42 per cent have a moderate mental health risk, and 23 per cent have a low mental health risk
- All mental health sub-scores, apart from work productivity, declined from October to November; anxiety and isolation continue to be the lowest mental health sub-scores for the 19th consecutive month
- Mental health scores improved in British Columbia, Saskatchewan, and the Maritimes while scores in other provinces declined, or are unchanged, compared to October 2023
- The mental health of managers and non-managers continues to decline
- Labourers have a lower mental health score than service industry and office workers

2. Generally, workers have positive perceptions of their co-workers; however, among workers who do not, mental health scores are significantly lower.

- The mental health score of 28 per cent of workers who perceive co-workers as untrustworthy is at least 17 points lower than workers who perceive co-workers as trustworthy
- The mental health score of 23 per cent of workers who perceive co-workers as hostile is at least 17 points lower than workers who perceive co-workers as kind
- The mental health score of 35 per cent of workers who perceive co-workers as apathetic is at least 16 points lower than workers who perceive co-workers as engaged
- The mental health score of 36 per cent of workers who perceive co-workers as blaming is at least 15 points lower than workers who perceive co-workers as accountable
- The mental health score of 34 per cent of workers who perceive co-workers as rigid is at least 14 points lower than workers who perceive co-workers as adaptable
- The mental health score of 43 per cent of workers who perceive co-workers as self-focused is at least 13 points lower than workers who perceive co-workers as team-focused



do not believe, or are unsure, the organization is utilizing their full abilities



have a high mental health risk which is higher than early pandemic



dissatisfied with their sleep say **worry about work contributes to sleep problems**



perceive their co-workers as untrustworthy

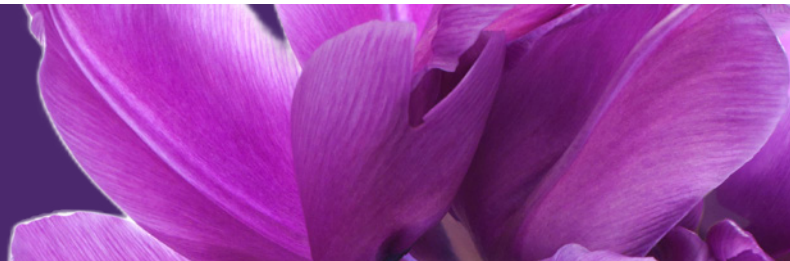
- The mental health score of 32 per cent of workers who perceive co-workers as lazy is at least 12 points lower than workers who perceive co-workers as hard-working

3. Fewer than three in five workers believe their organization is utilizing their full abilities.

- 21 per cent do not believe their organization is utilizing their full abilities; 18 per cent are unsure
- 19 per cent do not feel recognized for their contribution to their organization; 18 per cent are unsure
- 16 per cent do not believe there is mutual trust between employees and management; 20 per cent are unsure
- Nearly half of office/desk workers believe that a willingness to come into the office more frequently is/will be a factor when they or others are being considered for promotions, projects, or raises

4. Nearly one-third of workers are dissatisfied with their quality of sleep.

- 60 per cent of workers say worry about personal issues contributes to their sleep issues
- 36 per cent of workers say worry about work contributes to their sleep issues
- Non-parents are more than twice as likely as parents to say personal issues contributes to sleep problems
- Non-managers are 50 per cent more likely than managers to say worry about work contributes to sleep problems

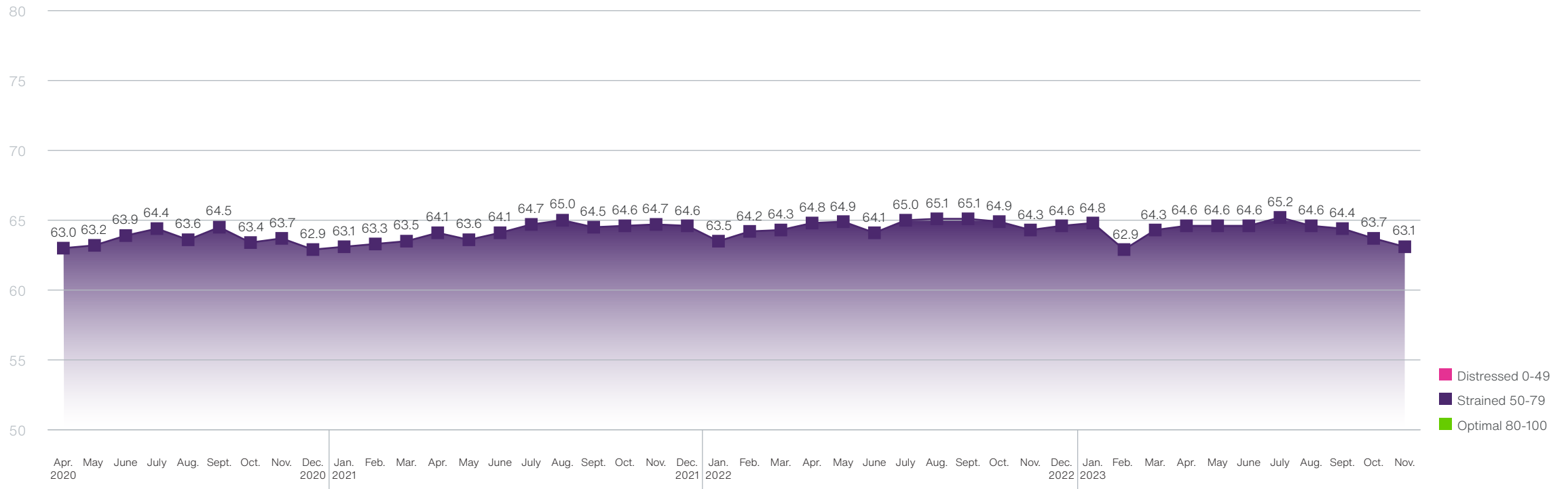


The Mental Health Index.

MHI Current Month November 2023	October 2023
63.1	63.7

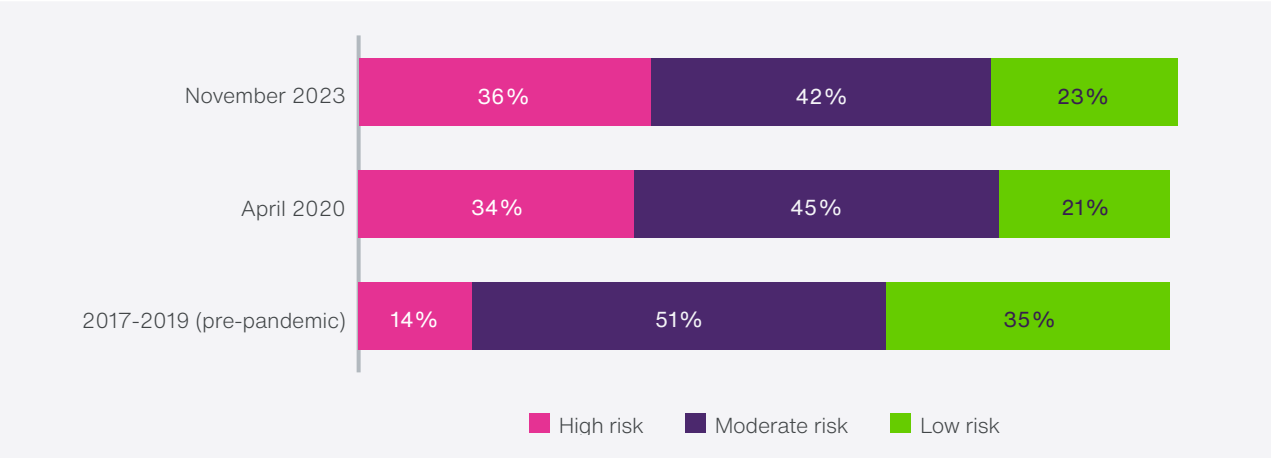
The overall Mental Health Index (MHI) for November 2023 is 63.1.

Since reaching its peak in July 2023, the mental health of workers in Canada continues its decline for the fourth consecutive month.



Mental health risk.

In November 2023, 36 per cent of workers in Canada have a high mental health risk, 42 per cent have a moderate mental health risk, and 23 per cent have a low mental health risk. Three and a half years since the launch of index in April 2020, there has been a two per cent increase in high-risk workers and only a two per cent increase in low-risk workers.



Approximately 30 per cent of workers 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 workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For 19 months, the lowest Mental Health Index sub-score continues to be anxiety (56.2). Isolation (59.0), depression (61.5), work productivity (61.9), optimism (64.7), and financial risk (66.6) follow. General psychological health (71.4) continues to be the most favourable mental health measure in November 2023.

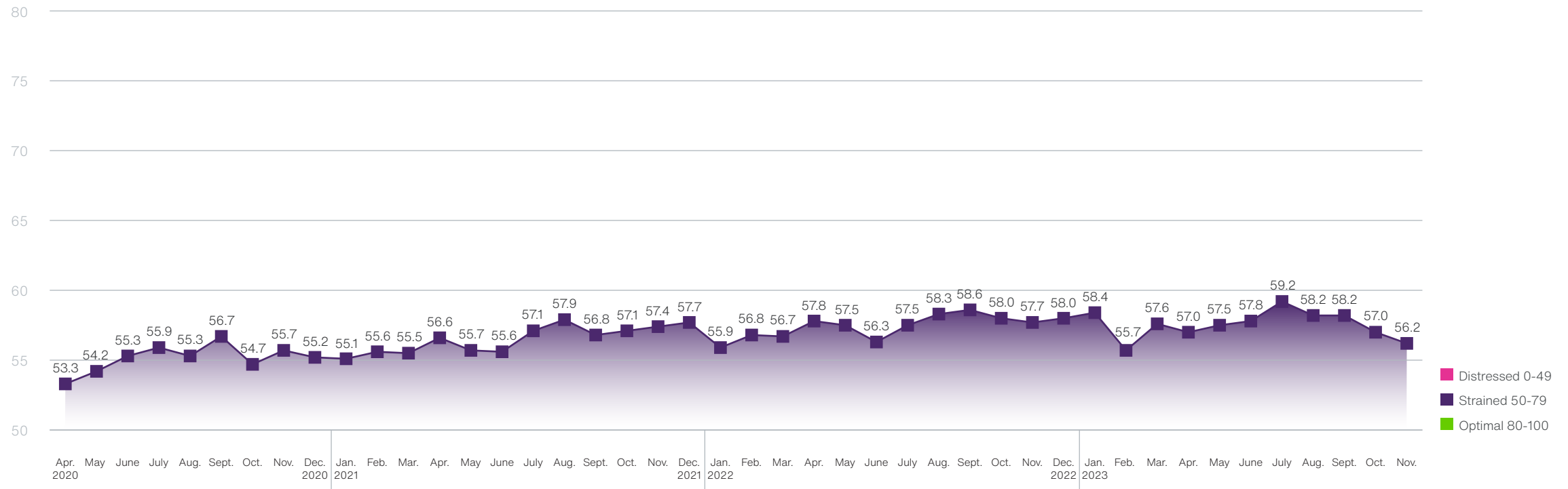
- Anxiety and isolation have been the lowest mental health sub-scores for 19 consecutive months
- All mental health sub-scores, apart from work productivity, have declined from the prior month

Mental Health Index Sub-scores	November 2023	October 2023
Anxiety	56.2	57.0
Isolation	59.0	59.9
Depression	61.5	61.9
Work productivity	61.9	61.8
Optimism	64.7	65.4
Financial risk	66.6	67.2
General psychological health	71.4	71.6



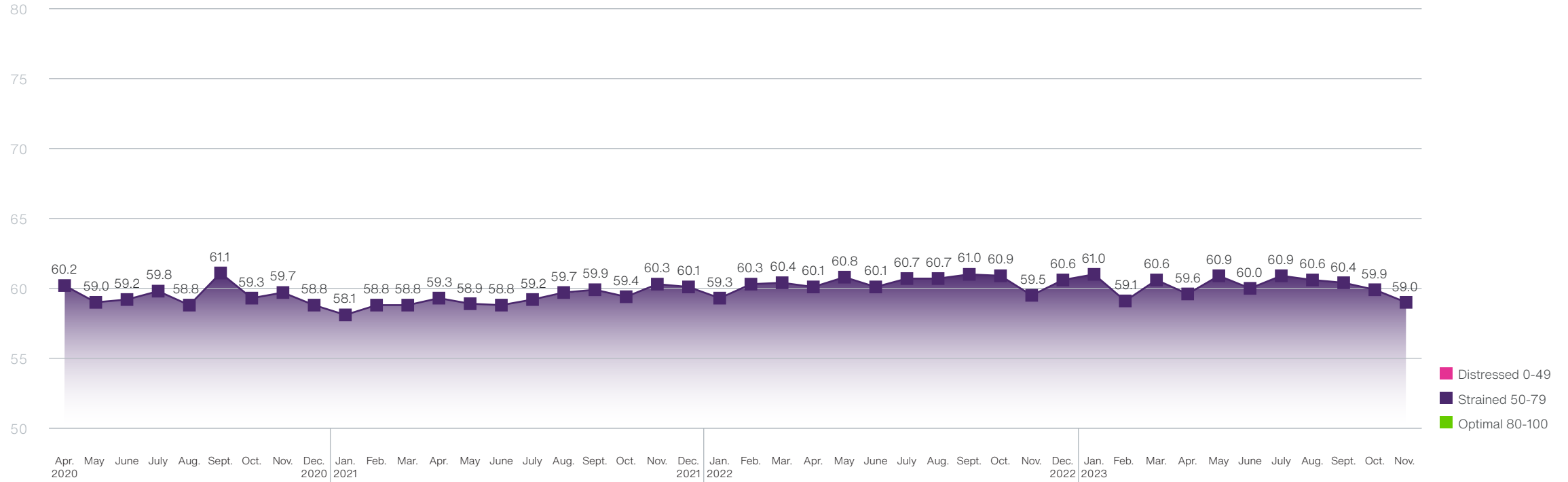
Anxiety

The anxiety sub-score has fluctuated since the launch of the Index in April 2020. After reaching its peak in July 2023, the anxiety score continues to decline through November 2023. At 56.2, the anxiety sub-score is approaching lows equal to the pandemic period and continues to be the lowest of all mental health sub-scores for the 19th consecutive month.



Isolation

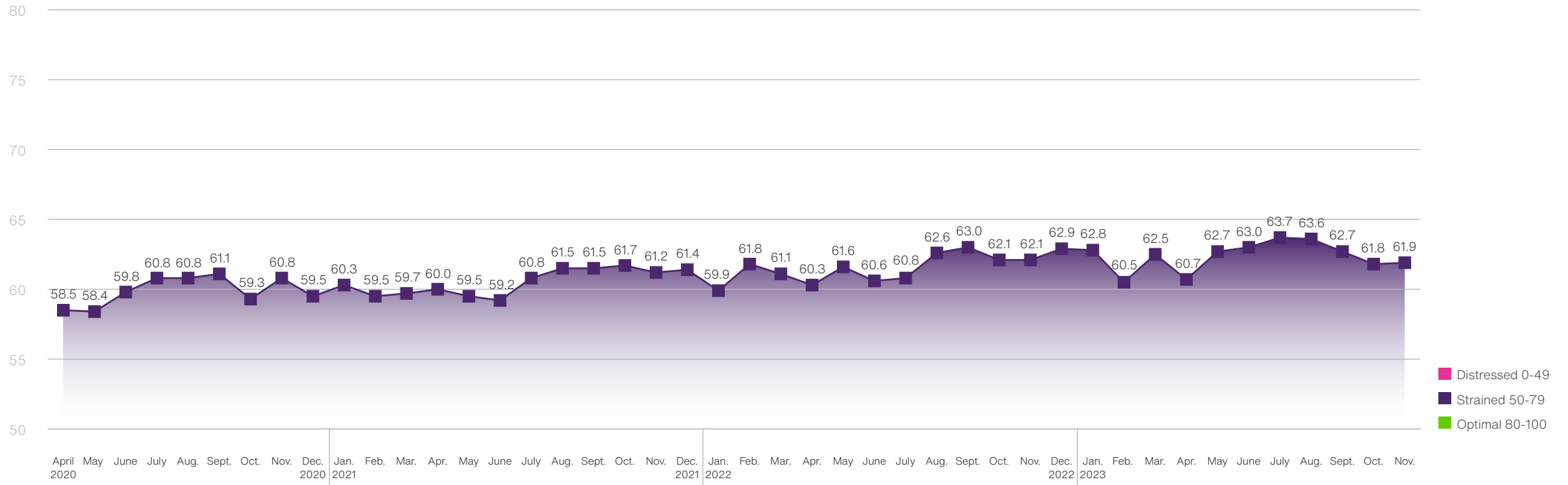
After falling to its lowest point in January 2021, the isolation sub-score has made incremental improvements through September 2022. Since then, isolation scores have varied with multiple periods of sharp increases and declines. In November 2023, the isolation score continues to decline for the fourth consecutive month and is the second lowest mental health sub-score for the 19th consecutive month.



Work productivity

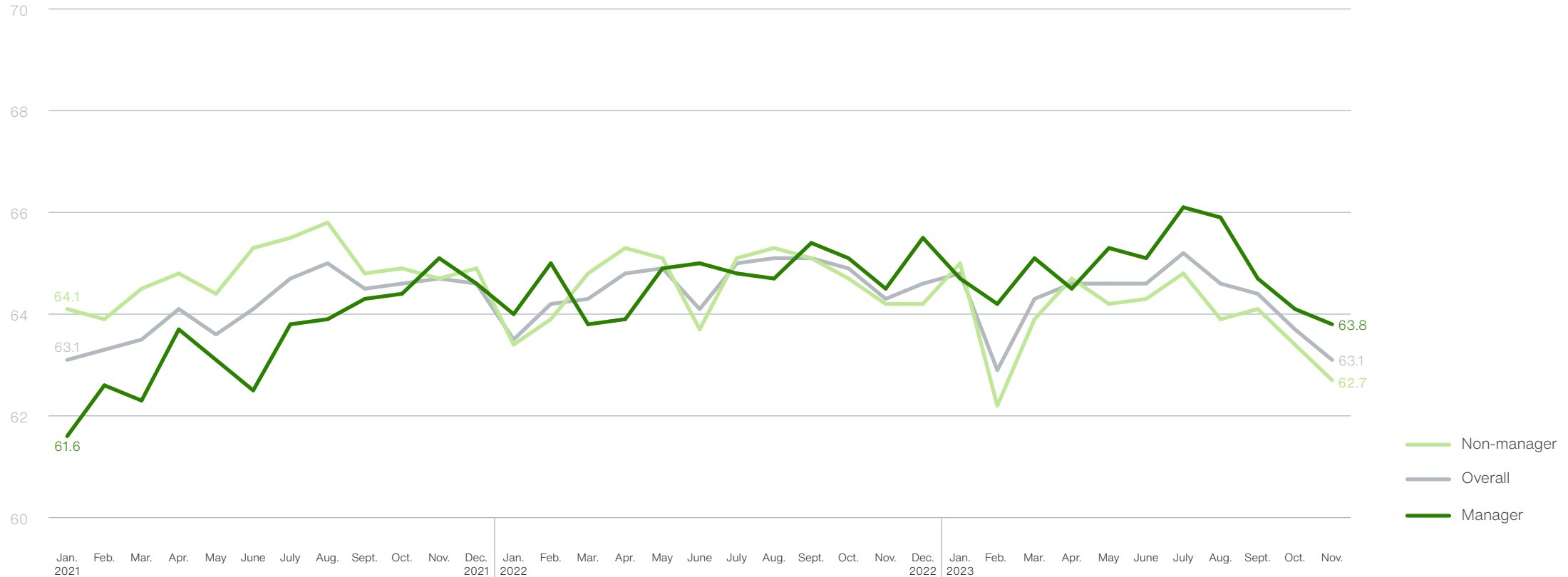
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement suggesting that since the onset of the pandemic, the impact of mental health on work productivity has slowly decreased. However, similar to other sub-scores, after reaching its peak in July 2023, the work productivity score declined through October. In November 2023, the work productivity score remains nearly unchanged compared to the prior month.



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. From November 2021 to January 2023, managers and non-managers have reported similar mental health scores; however, in February 2023, a significant decline in the mental health scores of non-managers was observed. Since February 2023, the mental health scores of managers have typically been higher than non-managers. In November 2023, the mental health score of managers and non-managers continues to decline for the fourth consecutive month.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In November 2023, the mental health score of women is (60.5) compared to (65.7) for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without children have been reported since the launch of the Index in April 2020. Three and a half years later, this pattern continues with a lower score for workers with at least one child (60.8) than workers without children (64.2)

Mental health by employment status.

- Overall, three per cent of respondents are unemployed¹ and eight per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the prior month have the lowest mental health score (46.0), followed by workers reporting fewer hours than the prior month (56.7), individuals not currently employed (61.8), and workers with no change to salary or hours (63.9)
- Labourers have a lower mental health score (61.0) than service industry (63.5) and office workers (63.6)
- Managers have a higher mental health score (63.8) than non-managers (62.7)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (65.1)
- Respondents working for companies with 51-100 employees have the lowest mental health score (60.4)



Emergency savings

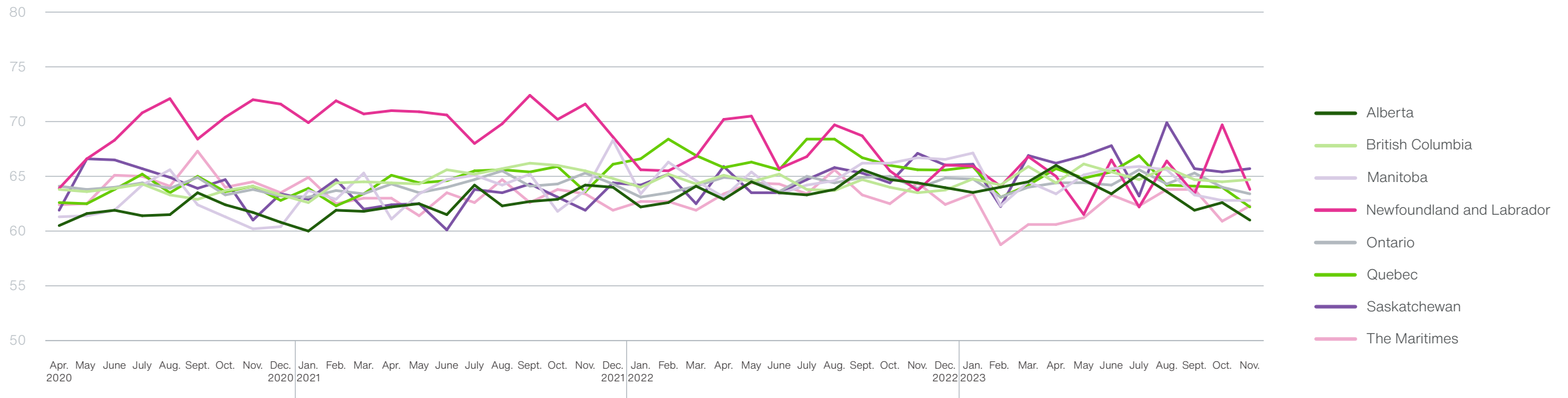
- Workers without emergency savings continue to experience a lower mental health score (47.2) than the overall group (63.1). Workers with emergency savings have a mental health score of 69.3

¹ MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by province.

Since April 2020, provincial mental health scores have fluctuated. Apart from Newfoundland and Labrador and the Maritimes, the fluctuation patterns for the provinces have been similar. In November 2023, the mental health scores in British Columbia, Saskatchewan, and the Maritimes improved while scores in other provinces have declined or are unchanged compared to October 2023.

- The greatest decline over the prior month is in Newfoundland and Labrador, down 5.9 points from October
- With a modest 0.3-point increase, Saskatchewan has the highest mental health score (65.7) in November 2023
- The lowest mental health score is in Alberta (61.0), down 1.6 points from October 2023



Employment status	Nov. 2023	Oct. 2023
Employed (no change in hours/salary)	63.9	64.4
Employed (fewer hours compared to last month)	56.7	54.7
Employed (reduced salary compared to last month)	46.0	52.6
Not currently employed	61.8	67.1

Age group	Nov. 2023	Oct. 2023
Age 20-29	52.3	51.9
Age 30-39	57.8	57.5
Age 40-49	60.8	61.0
Age 50-59	65.1	66.0
Age 60-69	71.5	71.3

Number of children	Nov. 2023	Oct. 2023
No children in household	64.2	65.4
1 child	60.9	59.7
2 children	61.1	60.0
3 children or more	58.8	59.9

Province	Nov. 2023	Oct. 2023
Alberta	61.0	62.6
British Columbia	64.7	64.5
Manitoba	62.8	62.8
Newfoundland and Labrador	63.8	69.7
The Maritimes	62.3	60.9
Quebec	62.2	64.0
Ontario	63.4	64.0
Saskatchewan	65.7	65.4

Gender	Nov. 2023	Oct. 2023
Men	65.7	65.9
Women	60.5	61.5

Household income	Nov. 2023	Oct. 2023
<\$30K/annum	51.1	51.1
\$30K to <\$60K/annum	58.8	60.6
\$60K to <\$100K	62.0	62.4
\$100K to <\$150K	66.2	66.7
\$150K or more	68.8	68.8

Employer size	Nov. 2023	Oct. 2023
Self-employed/sole proprietor	64.3	66.6
2-50 employees	63.5	64.6
51-100 employees	60.4	60.6
101-500 employees	61.4	63.2
501-1,000 employees	60.5	60.0
1,001-5,000 employees	65.1	64.0
5,001-10,000 employees	64.1	64.0
More than 10,000 employees	64.9	64.1

Manager	Nov. 2023	Oct. 2023
Manager	63.8	64.1
Non-manager	62.7	63.4

Work environment	Nov. 2023	Oct. 2023
Labour	61.0	61.5
Office/desk	63.6	64.1
Service	63.5	63.5

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.

The Mental Health Index by industry.

Employees working in Media and Telecommunications have the lowest mental health score (52.0), followed by individuals employed in Administrative and Support services (55.8), and Warehousing (57.5).

Individuals employed in Professional, Scientific and Technical Services (69.1), Manufacturing (67.0), and Automotive Industry (66.6) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	November 2023	October 2023	Change
Food Services	60.1	55.3	4.9
Agriculture, Forestry, Fishing and Hunting	60.9	56.7	4.2
Construction	64.6	61.8	2.8
Administrative and Support services	55.8	53.7	2.1
Utilities	63.1	61.1	2.0
Information and Cultural Industries	61.9	60.2	1.7
Transportation	63.0	62.2	0.7
Manufacturing	67.0	66.4	0.7
Educational Services	63.4	62.9	0.5
Finance and Insurance	65.3	65.1	0.2
Warehousing	57.5	57.9	-0.4
Professional, Scientific and Technical Services	69.1	69.6	-0.5
Health Care and Social Assistance	60.3	61.2	-0.8
Retail Trade	63.3	64.2	-0.9
Public Administration	66.4	67.4	-0.9
Management of Companies and Enterprises	65.4	66.5	-1.1
Other	62.6	64.1	-1.5
Real Estate, Rental and Leasing	63.9	66.1	-2.2
Arts, Entertainment and Recreation	61.3	63.9	-2.6
Wholesale Trade	60.1	63.4	-3.2
Other services (except Public Administration)	64.8	68.4	-3.6
Mining, Quarrying, and Oil and Gas Extraction	59.6	63.4	-3.7
Automotive Industry	66.6	70.4	-3.8
Technology	61.2	65.2	-4.0
Accommodation	61.2	65.2	-4.1
Media and Telecommunications	52.0	57.9	-5.9

Spotlight

Perception of co-workers.

Workers were asked to rate their perception of co-workers across seven descriptive areas on a scale from one to five, with opposite connotations. In the analysis, the opposite connotations were categorized based on what is commonly considered positive or negative.

While the majority of workers perceive their co-workers more positively, a large proportion perceive inconsistency or more negative traits:

- 43 per cent perceive their co-workers as self-focused
- 36 per cent perceive their co-workers as blaming
- 35 per cent perceive their co-workers as apathetic
- 34 per cent perceive their co-workers as rigid
- 32 per cent perceive their co-workers as lazy
- 28 per cent perceive their co-workers as untrustworthy
- 23 per cent perceive their co-workers as hostile

Workers who perceive co-workers as trustworthy have a mental health score 29 points higher than workers who see co-workers as untrustworthy.



The seven areas are:

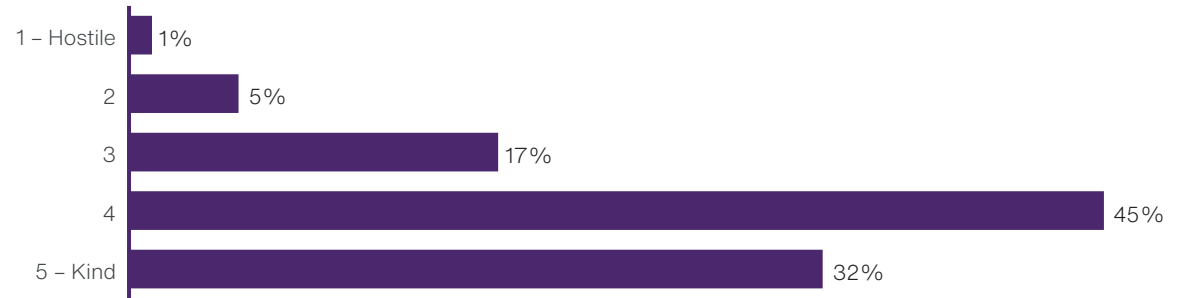
Descriptor	Negative	Positive
1	Hostile	Kind
2	Self-focused	Team-focused
3	Lazy	Hard-working
4	Untrustworthy	Trustworthy
5	Apathetic	Engaged
6	Blaming	Accountable
7	Rigid	Adaptable

Detailed findings:

Kind vs. Hostile.

- More than three-quarters (77 per cent) score their co-workers four or five, perceiving them as kind and 23 per cent perceive inconsistency or hostility
- The mental health score of workers scoring their co-workers a five (kind) (71.0), is more than 24 points higher than workers scoring their co-workers a one (hostile) (46.7), and nearly eight points higher than the national average (63.1)

Perception of co-workers: Kind vs. Hostile



MHI score by "Perception of co-workers: Kind vs. Hostile"

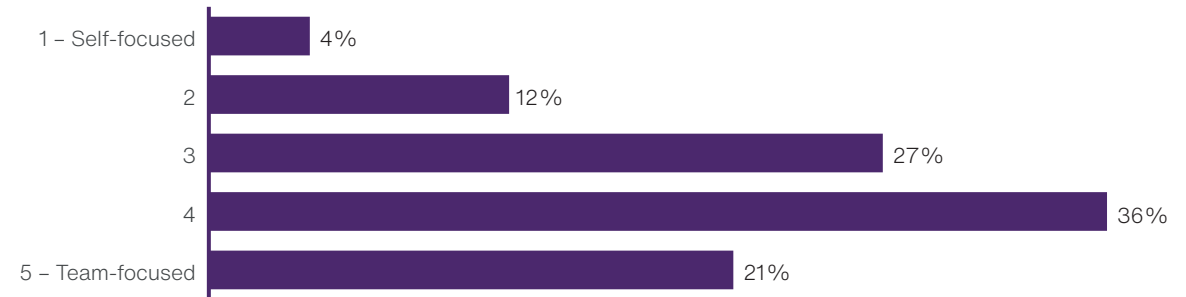


Team-focused vs. Self-focused.

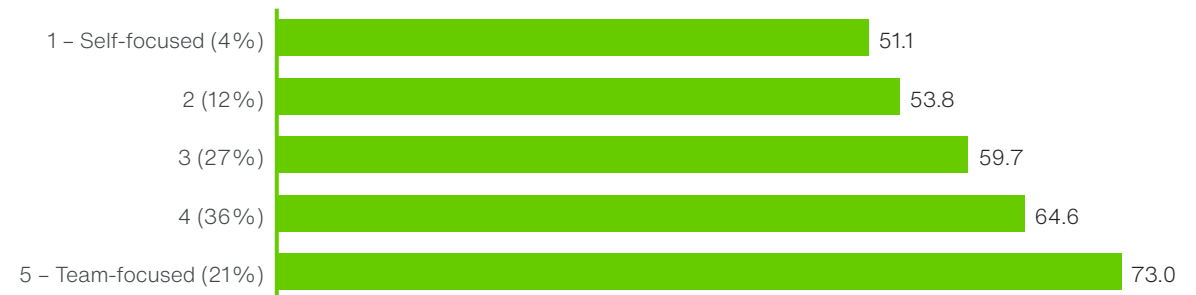
- Nearly three in five (57 per cent) score their co-workers four or five, perceiving them as team-focused and 43 per cent perceive inconsistency or self-focus
- The mental health score of workers scoring their co-workers a five (team-focused) (73.0), is 22 points higher than workers scoring their co-workers a one (self-focused) (51.1), and nearly ten points higher than the national average (63.1)



Perception of co-workers: Team-focused vs. Self-focused



MHI score by “Perception of co-workers: Team-focused vs. Self-focused”

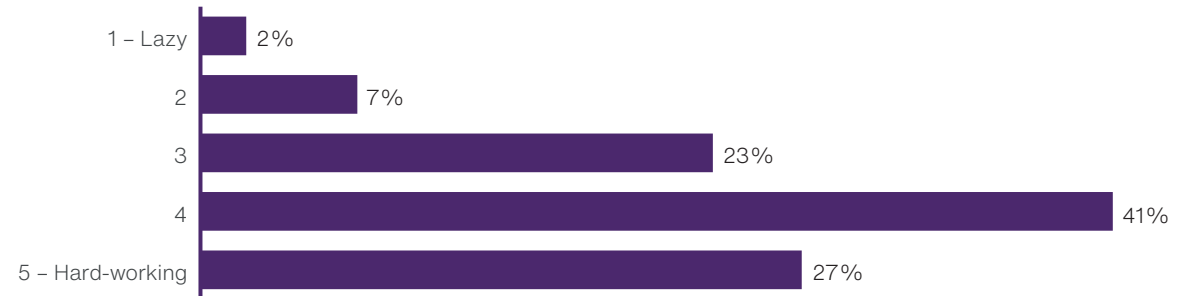


Hard-working vs. Lazy.

- More than two-thirds (68 per cent) score their co-workers four or five, perceiving them as hard-working and 32 per cent perceive inconsistency or laziness
- The mental health score of workers scoring their co-workers a five (hard-working) (70.5), is more than 17 points higher than workers scoring their co-workers a one (lazy) (53.1), and more than seven points higher than the national average (63.1)



Perception of co-workers: Hard-working vs. Lazy



MHI score by “Perception of co-workers: Hard-working vs. Lazy”

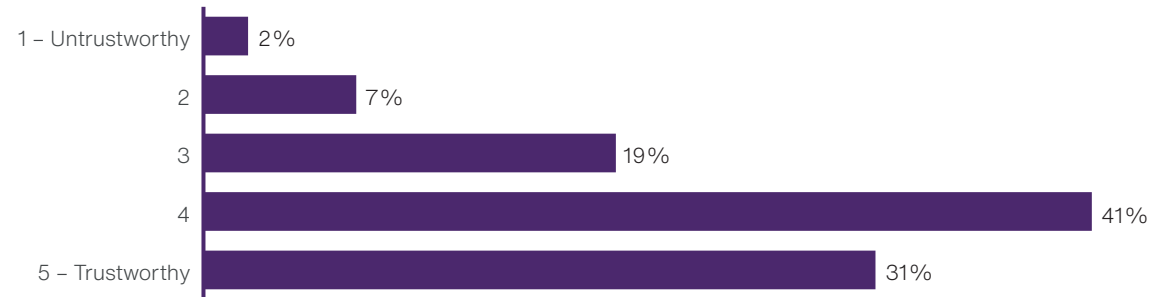


Trustworthy vs Untrustworthy.

- More than seven in ten (72 per cent) score their co-workers four or five, perceiving them as trustworthy, and 28 per cent perceive inconsistency or untrustworthiness
- The mental health score of workers scoring their co-workers a five (trustworthy) (72.1), is nearly 29 points higher than workers scoring their co-workers a one (not trustworthy) (43.4), and nine points higher than the national average (63.1)



Perception of co-workers: Trustworthy vs. Untrustworthy



MHI score by “Perception of co-workers: Trustworthy vs. Untrustworthy”

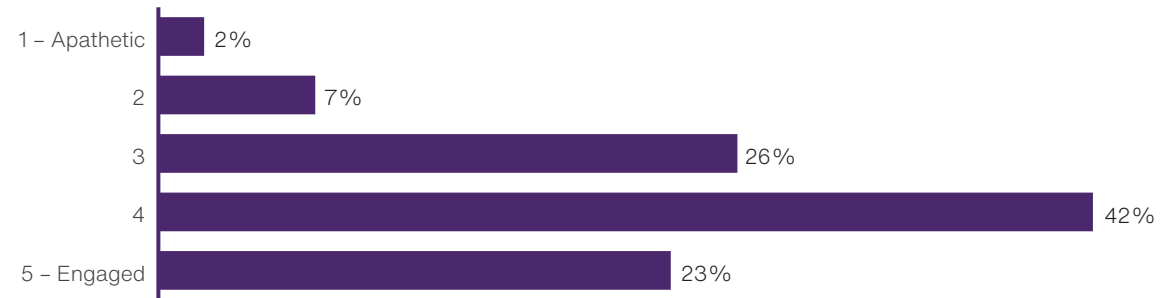


Engaged vs. Apathetic.

- Nearly two-thirds (65 per cent) score their co-workers four or five, perceiving them as engaged, and 35 per cent perceive inconsistency or apathy
- The mental health score of workers scoring their co-workers a five (engaged) (72.7), is more than 27 points higher than workers scoring their co-workers a one (apathetic) (45.5), and nearly 10 points higher than the national average (63.1)



Perception of co-workers: Engaged vs. Apathetic



MHI score by "Perception of co-workers: Engaged vs. Apathetic"



Accountable vs. Blaming.

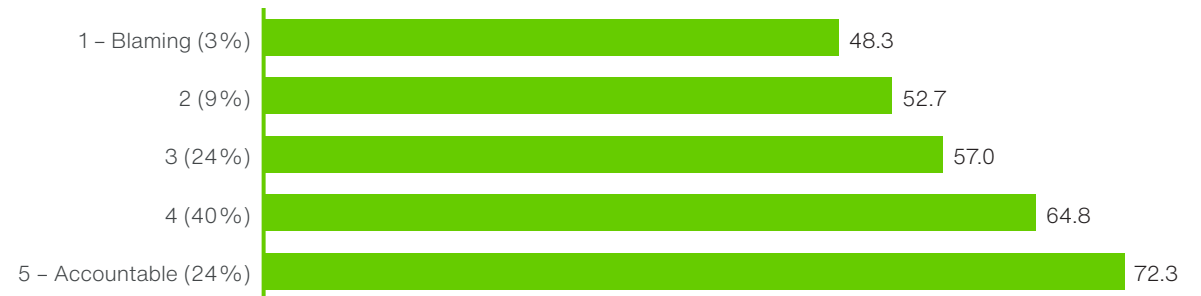
- Nearly two thirds (64 per cent) score their co-workers four or five, perceiving them as accountable, and 36 per cent perceive inconsistency or a tendency to blame
- The mental health score of workers scoring their co-workers a five (accountable) (72.3), is 24 points higher than workers scoring their co-workers a one (blaming) (48.3), and more than nine points higher than the national average (63.1)



Perception of co-workers: Accountable vs. Blaming



MHI score by “Perception of co-workers: Accountable vs. Blaming”

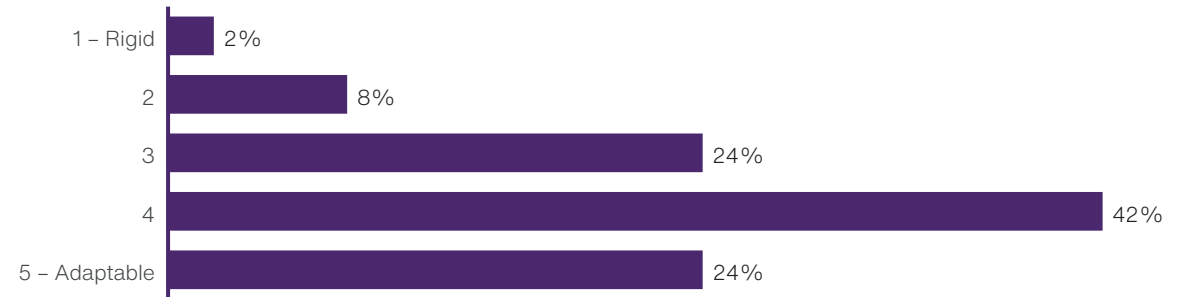


Adaptable vs. Rigid.

- Two-thirds (66 per cent) score their co-workers four or five, perceiving them as adaptable, and 34 per cent perceive inconsistency or rigidity
- The mental health score of workers scoring their co-workers a five (adaptable) (72.1), is nearly 26 points higher than workers scoring their co-workers a one (rigid) (46.3), and nine points higher than the national average (63.1)



Perception of co-workers: Adaptable vs. Rigid



MHI score by "Perception of co-workers: Adaptable vs. Rigid"



Workplace recognition and trust.

While 79 per cent of workers understand how their work contributes to the purpose or mission of their organization, only 58 per cent report being recognized for their contributions and 56 per cent believe the organization is utilizing their full abilities.

Not feeling recognized for their contributions has the strongest relationship to mental health scores, with workers feeling recognized having a mental health score 17 points higher than workers who do not.

Almost two-thirds (64 per cent) feel there is trust between employees and management and this group has a mental health score 16 points higher than 36 per cent of workers who do not feel mutual trust.

Detailed findings:

Workers were asked whether they understand how their work contributes to their organization's purpose or mission.

- Nearly four in five (79 per cent) understand how their work contributes towards their organization's purpose or mission; this group has the highest/best mental health score (65.6), more than two points higher than the national average (63.1)
- One in six (16 per cent) either disagree, or are unsure; this group has the lowest/worst mental health score, at least 13 points lower than workers who agree and at least 10 points lower than the national average (63.1)



I understand how my work contributes to my organization's purpose or mission



MHI score by "I understand how my work contributes to my organization's purpose or mission"

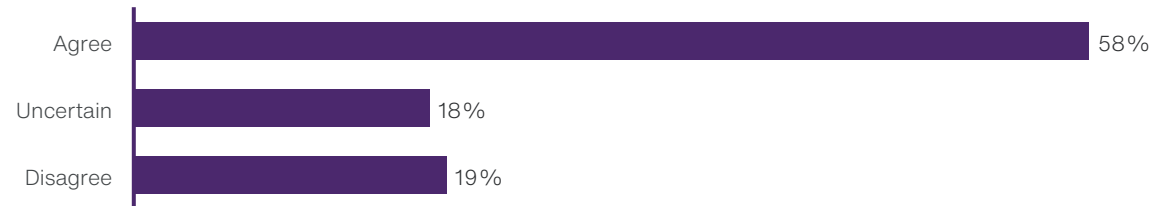


Workers were asked whether they feel recognized for their contributions to their organization.

- Nearly three in five (58 per cent) feel recognized for their contributions to their organization; this group has the highest/best mental health score (69.0), six points higher than the national average (63.1)
- Nearly one in five (19 per cent) do not feel recognized for their contributions to their organization; this group has the lowest/worst mental health score (51.9), 17 points lower than workers who agree and more than 11 points lower than the national average (63.1)
- Non-managers are 50 per cent more likely than managers to disagree about feeling recognized for their contributions to their organization
- Women are 40 per cent more likely than men to disagree about feeling recognized for their contributions to their organization



I feel recognized for my contribution to my organization



MHI score by “I feel recognized for my contribution to my organization”

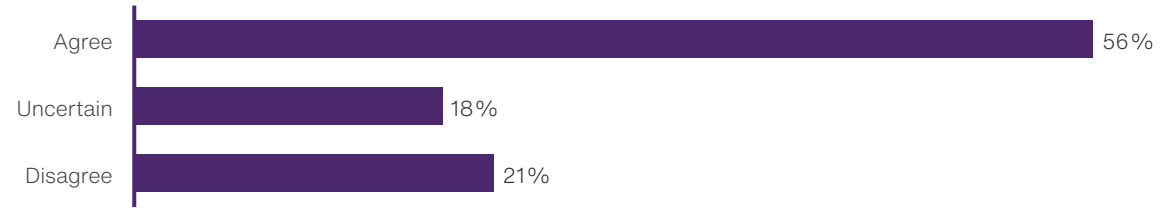


Workers were asked whether they believe their organization is utilizing their full abilities.

- Nearly three in five (56 per cent) believe their organization is utilizing their full abilities; this group has the highest/best mental health score (68.7), more than five points higher than the national average (63.1)
- More than one in five (21 per cent) do not believe their organization is utilizing their full abilities; this group has the lowest/worst mental health score (54.9), nearly 14 points lower than workers who believe their organization is utilizing their full abilities, and more than eight points lower than the national average (63.1)



In my current role, I believe the organization is utilizing my full abilities



MHI score by “In my current role, I believe the organization is utilizing my full abilities”

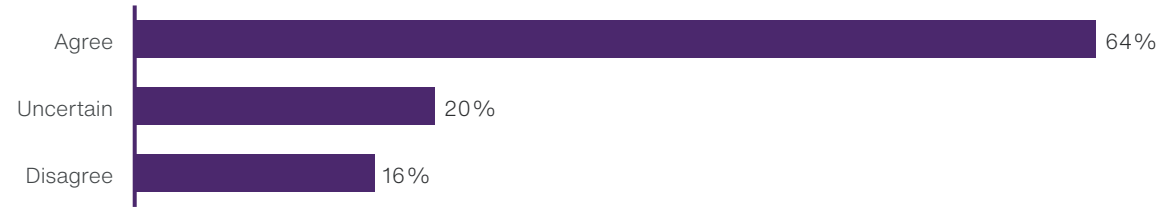


Workers were asked whether there is mutual trust between employees and management.

- Nearly two-thirds (64 per cent) agree there is mutual trust between employees and management; this group has the highest/best mental health score (68.1), five points higher than the national average (63.1)
- One in six (16 per cent) disagree there is mutual trust between employees and management; this group has the lowest/worst mental health score (51.7), more than 16 points below workers who agree (68.1) and more than 11 points below the national average (63.1)
- Workers who disagree there is mutual trust between employees and management have the lowest/worst isolation score (46.9), more than 17 points below workers who agree (64.4)



At my workplace, there is mutual trust between employees and management



MHI score by “At my workplace, there is mutual trust between employees and management”



Isolation score by “At my workplace, there is mutual trust between employees and management”



Work location and career advancement.

Excluding those who cannot work remotely, the highest proportion of workers work a hybrid model (19 per cent). This group has the highest/best mental health score (65.1), nearly one point higher than 17 per cent working from home by choice (64.3), and 2.4 points higher than 14 per cent working full-time at the jobsite due to company policy (62.7).

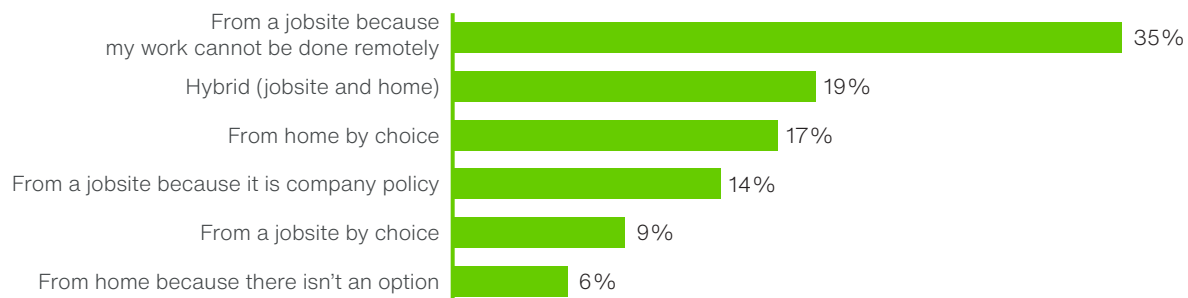
Nearly half (47 per cent) of workers believe that a willingness to come into the office more frequently is/will be a factor when considering people for promotion/projects/raises. Managers are 50 per cent more likely than non-managers to believe this is the case.

Detailed findings:

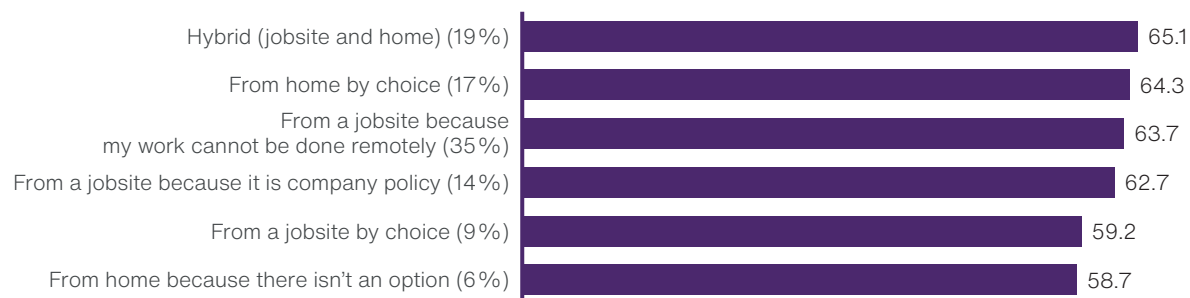
Workers were asked about their location of work.

- Nineteen per cent work a hybrid model (jobsite and home), 17 per cent work from home by choice, and 14 per cent work from a jobsite because of company policy
- The highest/best mental health score (65.1) is among 19 per cent working a hybrid model, two points higher than the national average (63.1)
- Six per cent work from home because there isn't another option; the mental health score of this group is the lowest/worst (58.7), more than four points lower than the national average (63.1)

Where are you currently working?



MHI score by “Where are you currently working?”

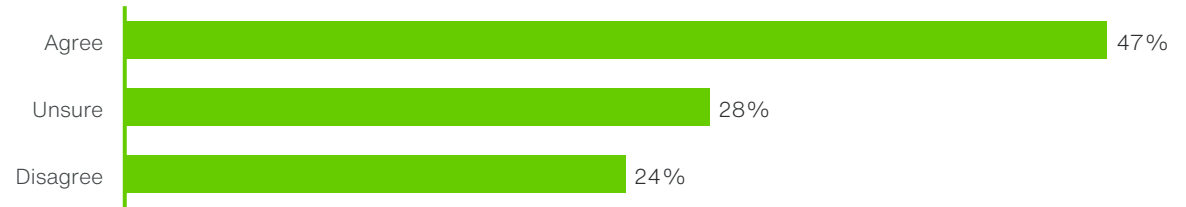


Office/desk workers were asked whether they believe a willingness to come into the office more frequently is/will be a factor when considering people for promotion/projects/raises.

- Nearly half (47 per cent) agree that a willingness to come into the office more frequently is/will be a factor when considering people for promotion/projects/raises
- Nearly one-quarter (24 per cent) disagree that a willingness to come into the office more frequently is/will be a factor when considering people for promotion/projects/raises
- Managers are 50 per cent more likely than non-managers to agree that a willingness to come into the office more frequently is/will be a factor when considering people for promotion/projects/raises



At my company, I believe a willingness to come into the office more frequently is/will be a factor when considering people for promotions/projects/raises



MHI score by “At my company, I believe a willingness to come into the office more frequently is/will be a factor when considering people for promotions/projects/raises”



Sleep

Almost half of workers (47 per cent) are not fully satisfied with the quality of their sleep, and 60 per cent indicate that worry about personal issues contributes most to their disrupted sleep.

The worst/lowest mental health score (43.9) is among 36 per cent of workers reporting that worry about work is the most significant factor contributing to sleep issues; this score is more than 19 points lower than the national average (63.1).

The majority of workers (62 per cent) do not do anything to address their sleep issues.

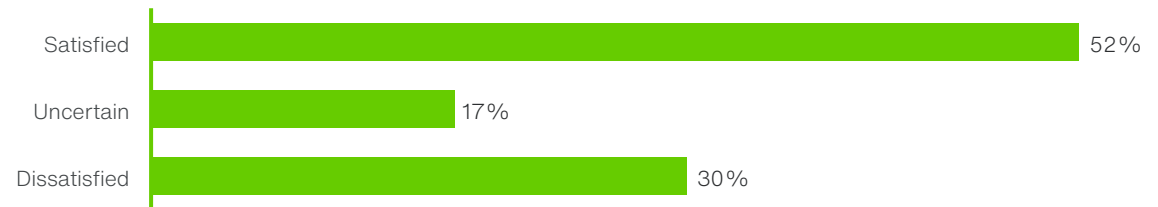
Detailed findings:

Workers were asked how satisfied they are with the quality of sleep they get.

- More than half (52 per cent) are satisfied with the quality of sleep they get; this group has the highest/best mental health score (70.9), nearly eight points higher than the national average (63.1)
- The lowest/worst mental health score (52.2) is among 30 per cent of workers dissatisfied with the quality of sleep they get, nearly 19 points lower than workers satisfied with the quality of their sleep, and nearly 11 points lower than the national average (63.1)



Overall, how satisfied are you with the quality of sleep you get?



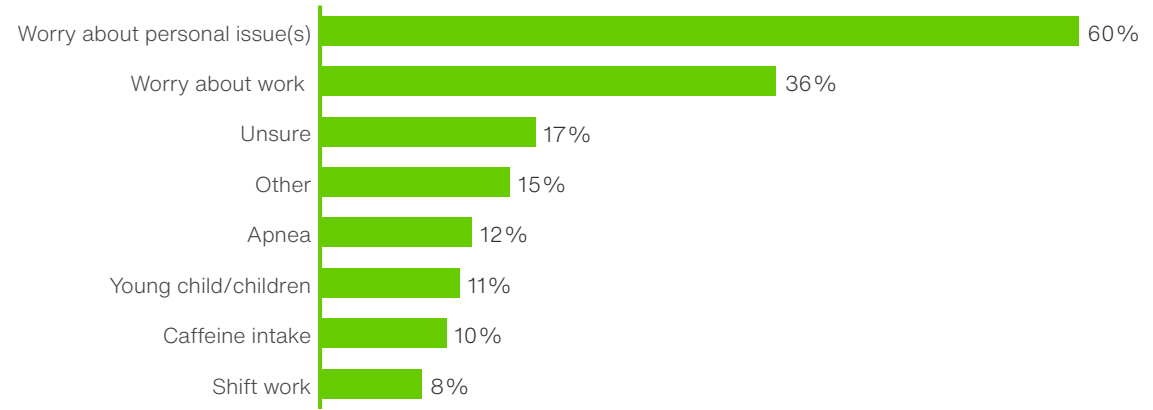
MHI score by “How satisfied are you with the quality of sleep you get?”



Workers dissatisfied with their sleep were asked about the factors that contribute to their sleep issues.

- Three in five (60 per cent) report that worry about personal issues is the factor that contributes most to their sleep issues, 36 per cent report worry about work, and 12 per cent report apnea as the factor that contributes most to their sleep issues
- The lowest/worst mental health score (43.9) is among 36 per cent reporting worry about work as the most significant factor contributing to sleep issues; this score is more than 19 points lower than the national average (63.1)
- Non-parents are more than twice as likely as parents to have sleep issues due to worry about personal issues
- Non-managers are 50 per cent more likely than managers to have sleep issues due to worry about work

What factors contribute to your sleep issues?



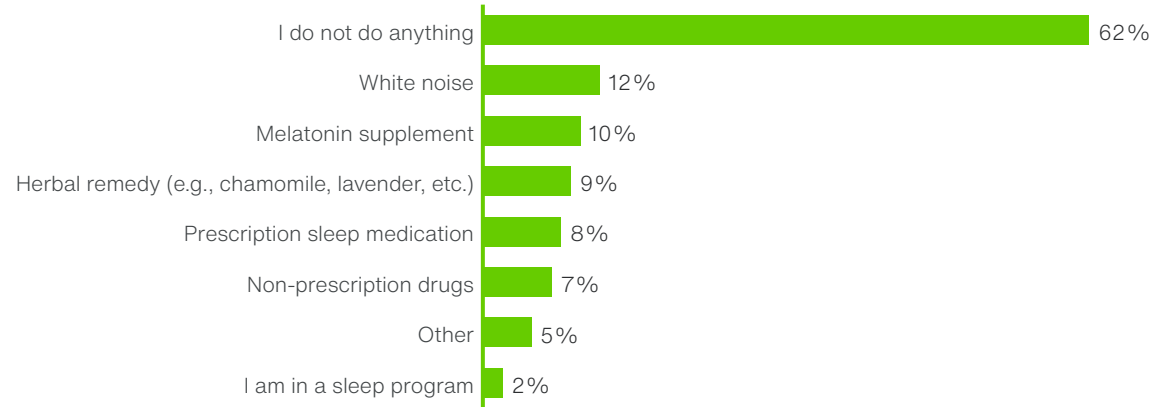
MHI score by “What factors contribute to your sleep issues?”



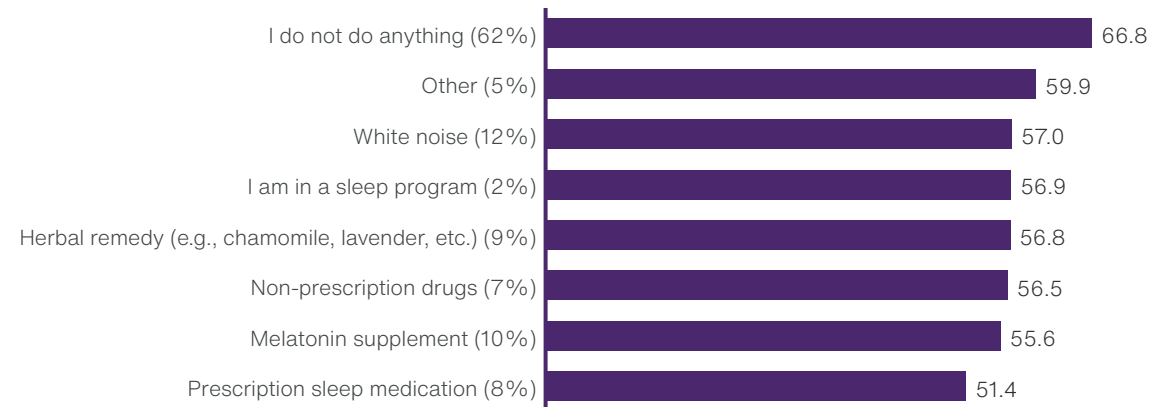
Workers were asked whether they use sleep aids or do anything else to help with sleep.

- More than three in five (62 per cent) do not do anything; this group has the highest/best mental health score (66.8) score, nearly four points higher than the national average (63.1)
- More than one in ten (12 per cent) use white noise, 10 per cent take melatonin supplements, and nine per cent use herbal remedies to help with sleep
- The lowest/worst mental health score (51.4) is among eight per cent of workers using prescription medication to help with sleep, nearly 12 points lower than the national average (63.1)

Do you use sleep aids or do anything else to help with sleep?



MHI score by “Do you use sleep aids or do anything else to help with sleep?”



Primary emotion

Nearly two in five workers (39 per cent) report they experience a negative emotion most of the time (anger, apathy/indifference, disbelief, frustration, helplessness/hopelessness, worry/anxiety).

Workers were asked the primary emotion they are feeling most of the time.

- Nearly three in five (59 per cent) report a positive emotion (calm, gratitude, happiness, and productive) and 39 per cent report a negative emotion (anger, apathy/indifference, disbelief, frustration, helplessness/hopelessness, worry/anxiety)
- The most commonly reported positive emotion is calm (35 per cent) whereas the most commonly reported negative emotion is worry/anxiety (18 per cent)



Emotion type



MHI score by positive and negative emotions



Overview of the TELUS Mental Health Index.

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 past two weeks when answering each question. Data for the current report was collected between November 6 and November 14, 2023.

Calculations

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.

Contact MHI@telushealth.com





www.telushealth.com

