



TELUS Mental Health Index.

Canada | October 2023

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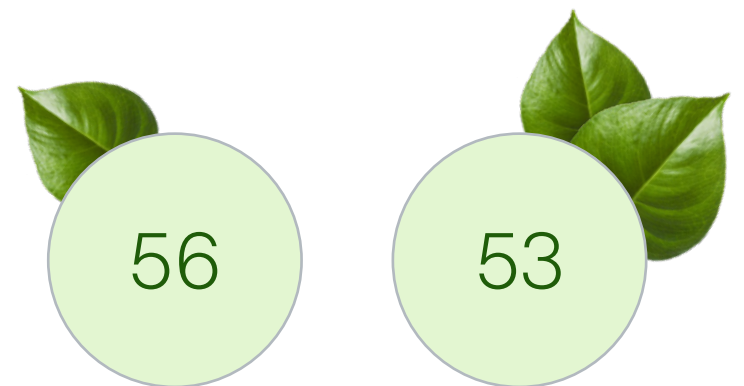
What you need to know for October 2023.

1. The mental health of workers in Canada is nearing levels of distress comparable to those experienced during the pandemic.

- At 63.7, the mental health of workers fell nearly one point from the prior month
- 34 per cent of workers have a high mental health risk, 42 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk
- All mental health sub-scores declined from September to October; anxiety and isolation continue to be the lowest mental health sub-scores for the 18th consecutive month
- The mental health score improved in Alberta and Newfoundland and Labrador while scores in other provinces declined compared to September 2023
- The mental health of managers and non-managers continues to decline
- Labourers have a lower mental health score than service and office workers

2. Anxiety and depression are the most prevalent diagnosed conditions among workers in Canada.

- 21 per cent report diagnosed anxiety; a further 14 per cent believe they have undiagnosed anxiety
- Workers with diagnosed anxiety lose 53 working days in productivity per year
- 14 per cent report diagnosed depression; a further nine per cent believe they have undiagnosed depression
- Workers with diagnosed depression lose 56 working days in productivity per year
- 12 per cent report diagnosed sleep issues; a further eight per cent believe they have undiagnosed sleep issues
- Workers with diagnosed sleep issues lose 46 working days in productivity per year
- Workers under 40 are twice as likely as workers over 50 to report both diagnosed and undiagnosed anxiety and depression. This group is also twice as likely to have used health benefits for psychological services and to value psychological benefits most



working days per year are lost from workers reporting diagnosed depression

working days per year are lost from workers reporting diagnosed anxiety



working days per year are lost from workers reporting workplace conflict

working days per year are lost from workers reporting sleep issues

3. More than one-quarter of workers say better support for their wellbeing is more important than a 10 per cent increase in salary.

- The proportion of workers saying better support for their wellbeing is most important increased modestly from August 2022, but the mental health scores declined more than two points from the same period
- 57 per cent of office workers would prefer a 5-day work week with the ability to work remotely as much as they want
- The mental health score of workers who would prefer a 5-day work week with the ability to work remotely is more than one point higher than the national average
- 43 per cent of office workers would prefer a 4-day work week in office. The mental health score of this group is slightly lower than the national average

4. Among sources of work-related stress, workplace conflict has the most significant impact on productivity loss.

- Workers reporting workplace conflict lose 55 working days in productivity per year
- Workers reporting the primary source of work stress is the relationship with their manager lose 49 working days in productivity per year
- Workers reporting fear of termination or layoff as their primary source of work stress lose 48 working days in productivity per year
- Workers reporting the primary source of work stress is relationships with colleagues lose 47 working days in productivity per year
- Despite volume of work being the most cited source of work stress, it has the lowest productivity loss (39 days)

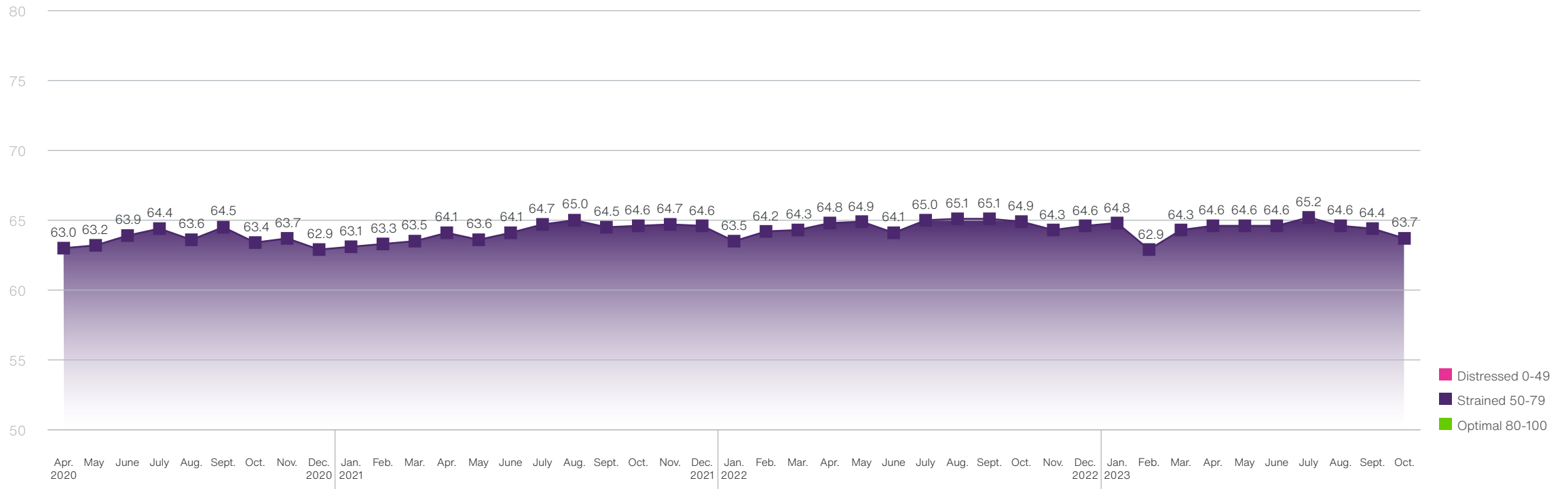


The Mental Health Index.

MHI Current Month October 2023	September 2023
63.7	64.4

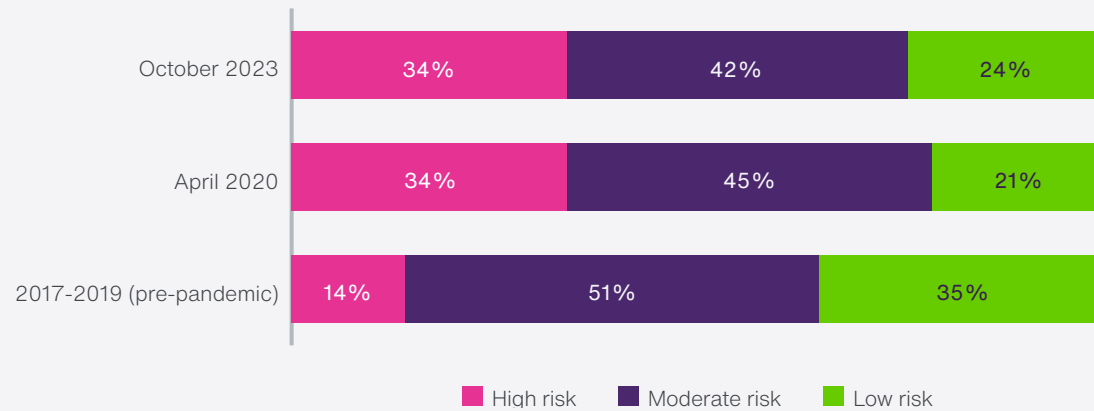
The overall Mental Health Index (MHI) for October 2023 is 63.7.

The mental health of workers in Canada declined for the third consecutive month.



Mental health risk.

In October 2023, 34 per cent of workers in Canada have a high mental health risk, 42 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk. Three and a half years since the launch of the Index in April 2020, there has been nearly no reduction (one per cent) in high-risk workers and a three 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 18 months, the lowest Mental Health Index sub-score continues to be anxiety (57.0). Isolation (59.9), work productivity (61.8), depression (61.9), optimism (65.4), and financial risk (67.2) follow. General psychological health (71.6) continues to be the most favourable mental health measure in October 2023.

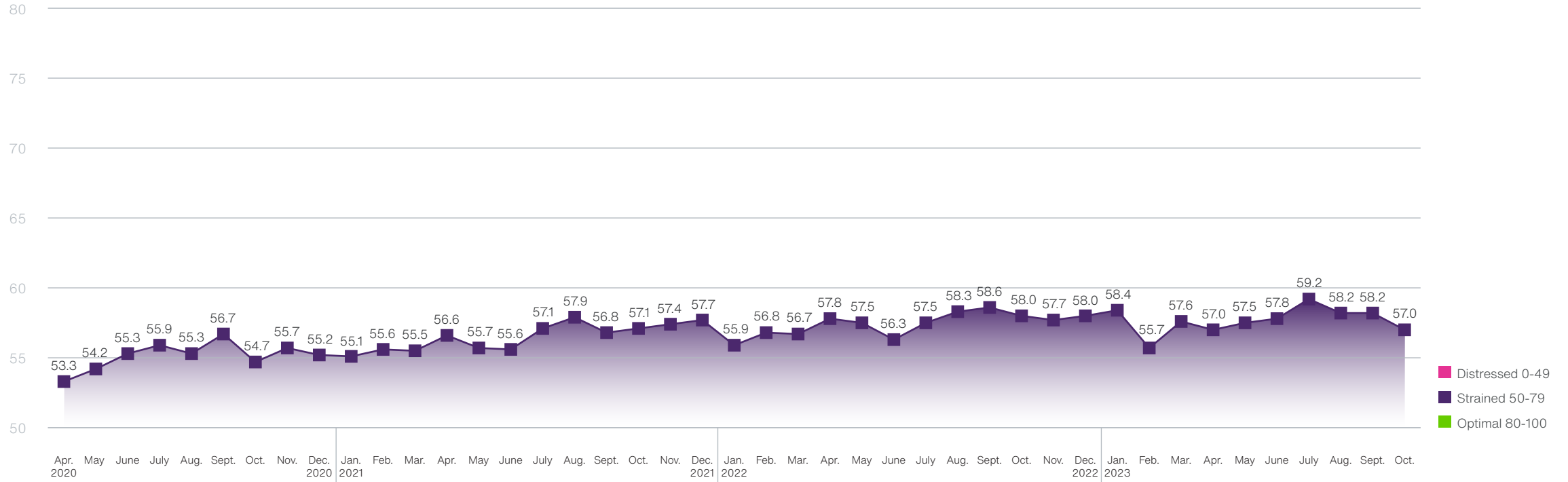
- Anxiety and isolation have been the lowest mental health sub-scores for 18 consecutive months
- All mental health sub-scores declined from the prior month
- The financial risk score declined nearly two points from September 2023

Mental Health Index Sub-scores	October 2023	September 2023
Anxiety	57.0	58.2
Isolation	59.9	60.4
Work productivity	61.8	62.7
Depression	61.9	62.2
Optimism	65.4	65.6
Financial risk	67.2	68.8
Psychological health	71.6	72.1



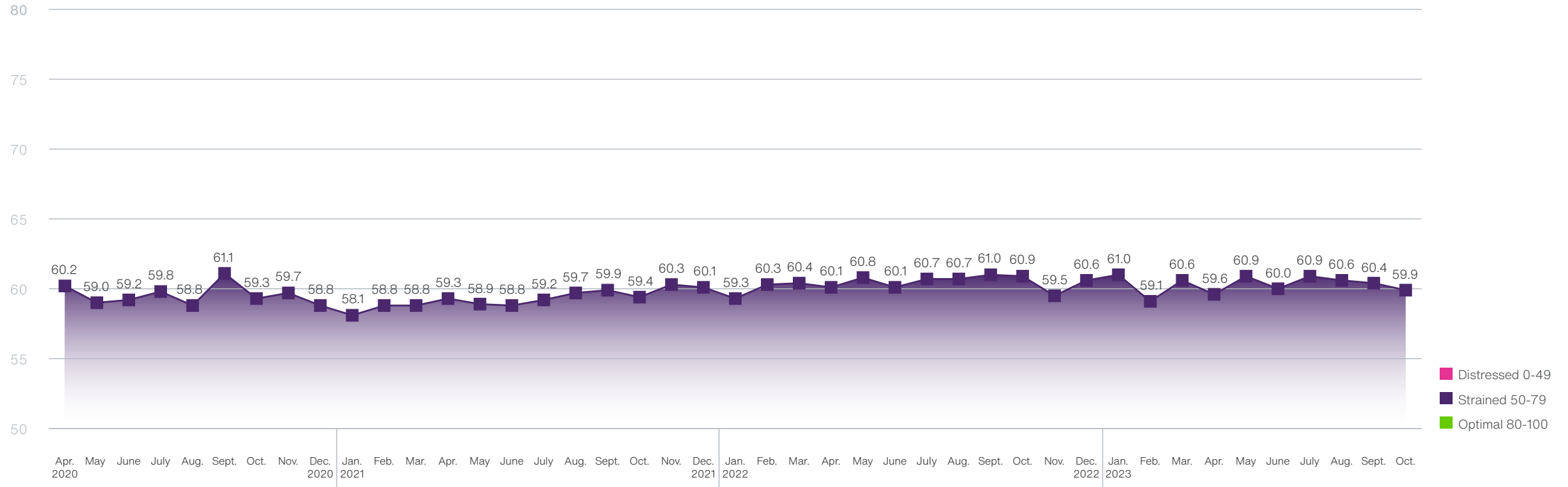
Anxiety

The anxiety sub-score has fluctuated since the launch of the Index in April 2020; however, there has been a general trend of improvement. In July 2023, the anxiety score reached its peak but continues to decline through October 2023. At 57.0, the anxiety sub-score is approaching lows equal to during the pandemic and continues to be the lowest of all mental health sub-scores for the 18th consecutive month.



Isolation

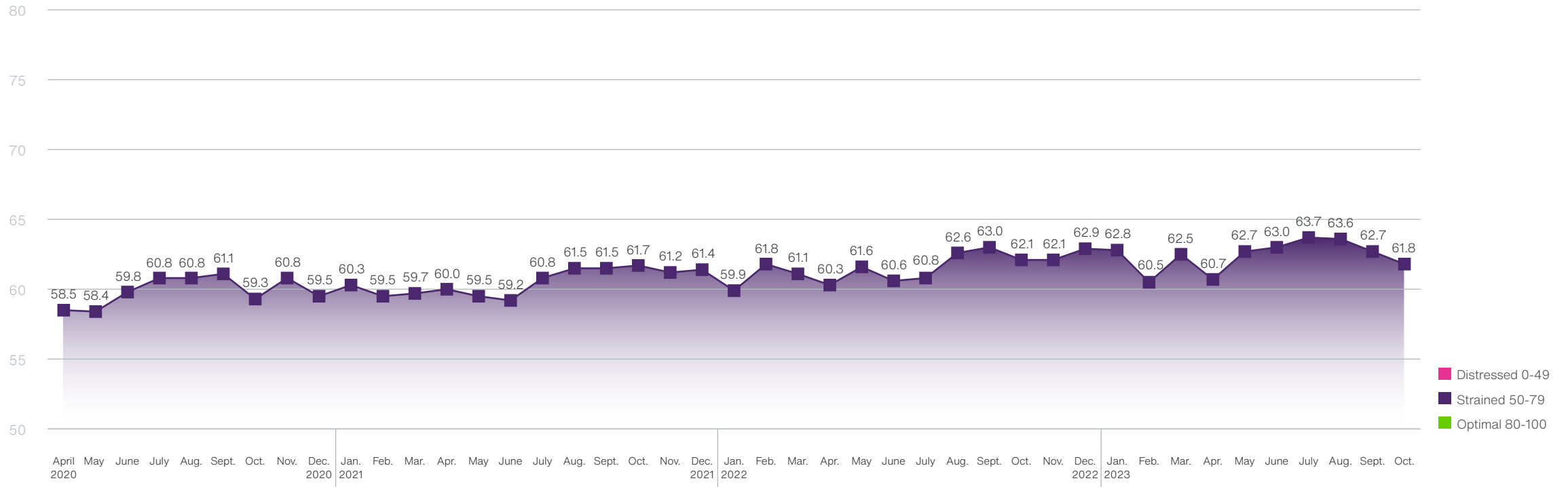
After falling to its lowest point in January 2021, the isolation sub-score has made incremental improvements through September 2022. Since then, isolation scores have varied significantly with sharp declines followed by sharp increases. In October 2023, the isolation score continues its decline and is the second lowest mental health sub-score for the 18th consecutive month.



Work productivity

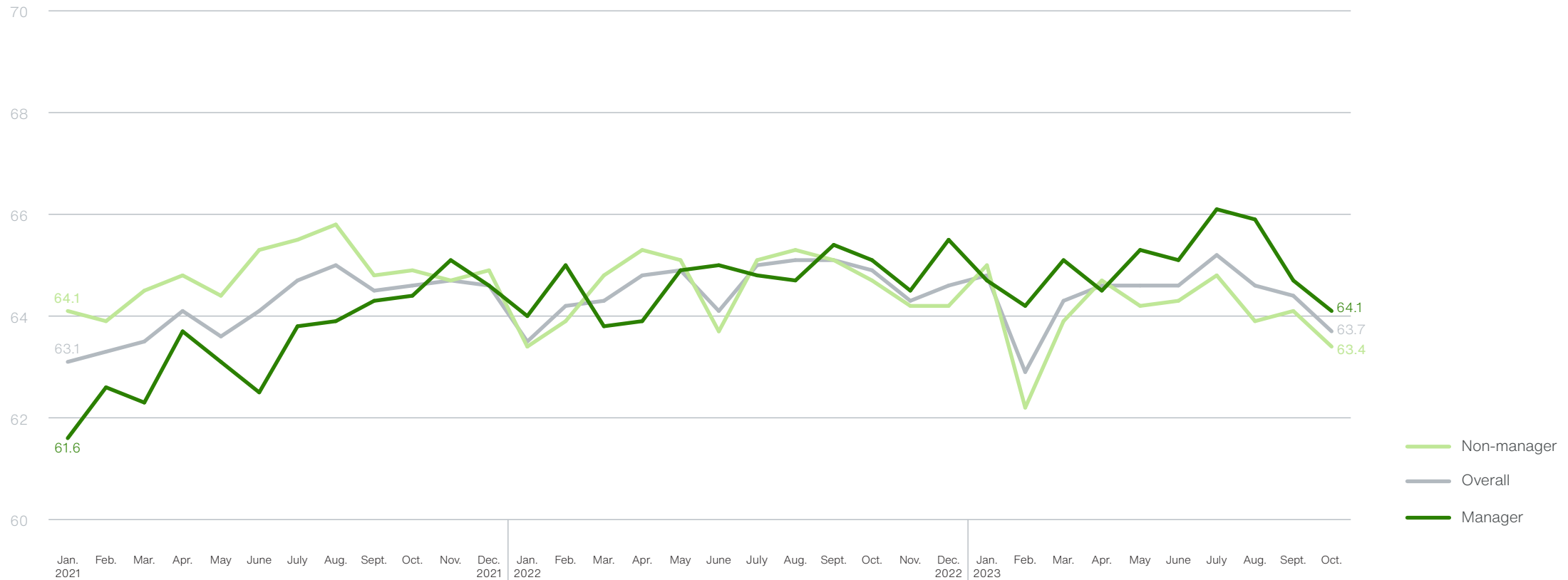
The work productivity sub-score measures the negative impact of mental health on work productivity and goals.

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 lessened. The work productivity score reached its peak in July 2023; however, similar to other sub-scores, it continues to decline in October and is approaching lows not seen in six months.



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 October 2023, the mental health score of managers as well as non-managers has declined from September.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In October 2023, the mental health score of women is 61.5 compared to 65.9 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. More than three years later, this pattern continues with a lower score for workers with at least one child (59.8) than workers without children (65.4)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹ and eight per cent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (52.6), followed by workers reporting fewer hours (54.7), workers with no change to salary or hours (64.4), and individuals not currently employed (67.1)
- Managers have a higher mental health score (64.1) than non-managers (63.4)
- Labourers have a lower mental health score (61.5) than service (63.5) and office workers (64.1)
- Self-employed/sole proprietors have the highest mental health score (66.6)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (60.0)



Emergency savings

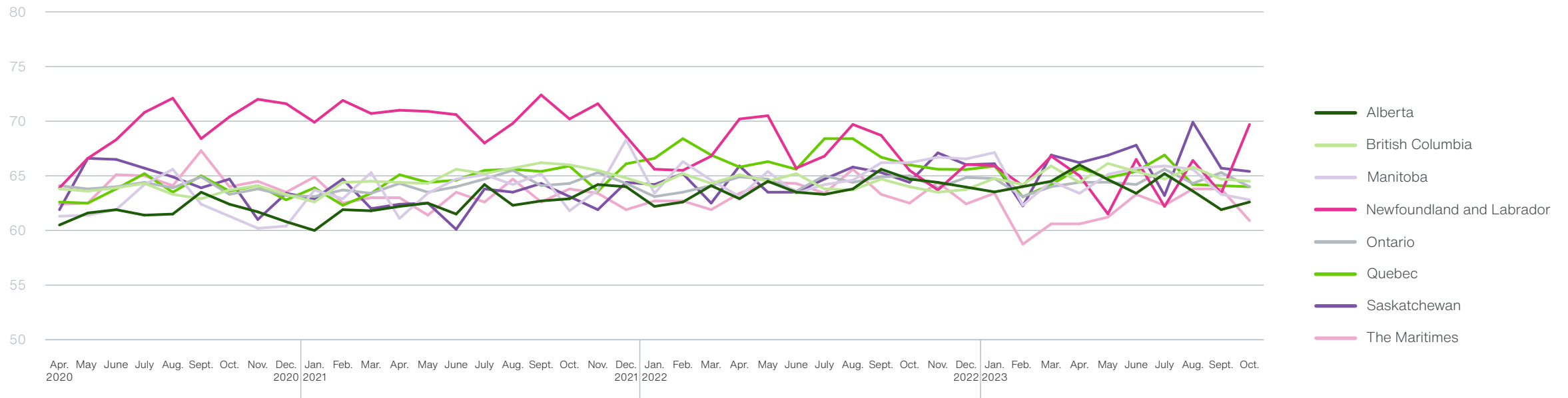
- Workers without emergency savings continue to experience a lower mental health score (48.7) than the overall group (63.7). Workers with emergency savings have a mental health score of 69.8

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 October 2023, the mental health score in Alberta and Newfoundland and Labrador improves while scores in other provinces decline compared to September 2023.

- The highest mental health score in October, and the greatest improvement over the prior month, is in Newfoundland and Labrador, up 6.3 points from the prior month
- With a 2.9-point decline, the Maritimes has the lowest mental health score (60.9) in October 2023



Employment status	Oct. 2023	Sept. 2023
Employed (no change in hours/salary)	64.4	65.3
Employed (fewer hours compared to last month)	54.7	54.6
Employed (reduced salary compared to last month)	52.6	56.1
Not currently employed	67.1	62.8

Age group	Oct. 2023	Sept. 2023
Age 20-29	51.9	54.7
Age 30-39	57.5	58.5
Age 40-49	61.0	61.4
Age 50-59	66.0	66.0
Age 60-69	71.3	72.5

Number of children	Oct. 2023	Sept. 2023
No children in household	65.4	65.6
1 child	59.7	61.5
2 children	60.0	61.8
3 children or more	59.9	60.5

Province	Oct. 2023	Sept. 2023
Alberta	62.6	61.9
British Columbia	64.5	64.7
Manitoba	62.8	63.3
Newfoundland and Labrador	69.7	63.4
The Maritimes	60.9	63.8
Quebec	64.0	64.1
Ontario	64.0	65.3
Saskatchewan	65.4	65.7

Gender	Oct. 2023	Sept. 2023
Men	65.9	67.5
Women	61.5	61.3

Household income	Oct. 2023	Sept. 2023
<\$30K/annum	51.1	52.3
\$30K to <\$60K/annum	60.6	60.6
\$60K to <\$100K	62.4	63.3
\$100K to <\$150K	66.7	66.6
\$150K or more	68.8	70.1

Employer size	Oct. 2023	Sept. 2023
Self-employed/sole proprietor	66.6	68.0
2-50 employees	64.6	64.1
51-100 employees	60.6	62.6
101-500 employees	63.2	63.5
501-1,000 employees	60.0	62.0
1,001-5,000 employees	64.0	67.7
5,001-10,000 employees	64.0	64.2
More than 10,000 employees	64.1	64.1

Manager	Oct. 2023	Sept. 2023
Manager	64.1	64.7
Non-manager	63.4	64.1

Work environment	Oct. 2023	Sept. 2023
Labour	61.5	63.6
Office/desk	64.1	64.7
Service	63.5	64.3

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 Administrative and Support services have the lowest mental health score (53.7) in October 2023, followed by individuals working in Food Services (55.3), and Agriculture, Forestry, Fishing and Hunting (56.7).

Respondents employed in the Automotive industry (70.4), Professional, Scientific and Technical Services (69.6), and Other services (except Public Administration) (68.4) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	October 2023	September 2023	Change
Public Administration	67.4	64.0	3.4
Real Estate, Rental and Leasing	66.1	64.1	2.0
Other services (except Public Administration)	68.4	66.4	2.0
Automotive Industry	70.4	68.4	2.0
Technology	65.2	64.1	1.1
Other	64.1	63.1	1.0
Arts, Entertainment and Recreation	63.9	63.1	0.8
Accommodation	65.2	64.9	0.3
Mining, Quarrying, and Oil and Gas Extraction	63.4	63.1	0.2
Professional, Scientific and Technical Services	69.6	69.5	0.0
Information and Cultural Industries	60.2	60.2	0.0
Retail Trade	64.2	64.2	0.0
Utilities	61.1	61.2	0.0
Manufacturing	66.4	67.2	-0.8
Wholesale Trade	63.4	64.7	-1.4
Health Care and Social Assistance	61.2	62.6	-1.4
Educational Services	62.9	64.4	-1.5
Finance and Insurance	65.1	66.7	-1.6
Transportation	62.2	65.3	-3.0
Administrative and Support services	53.7	57.1	-3.4
Construction	61.8	66.2	-4.4
Agriculture, Forestry, Fishing and Hunting	56.7	61.5	-4.8
Warehousing	57.9	63.5	-5.6
Food Services	55.3	61.6	-6.3
Media and Telecommunications	57.9	65.1	-7.2

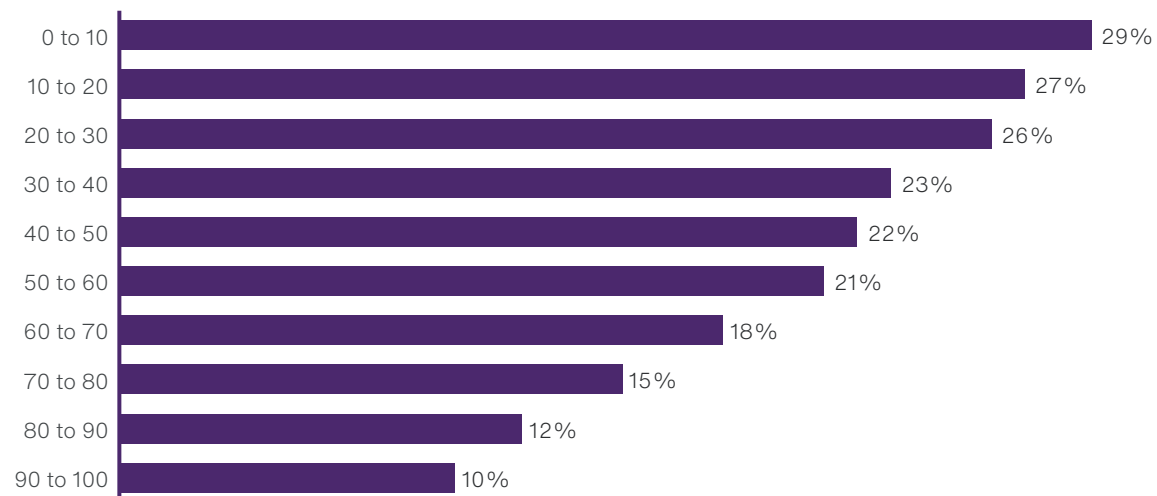
Spotlight

MHI and productivity.

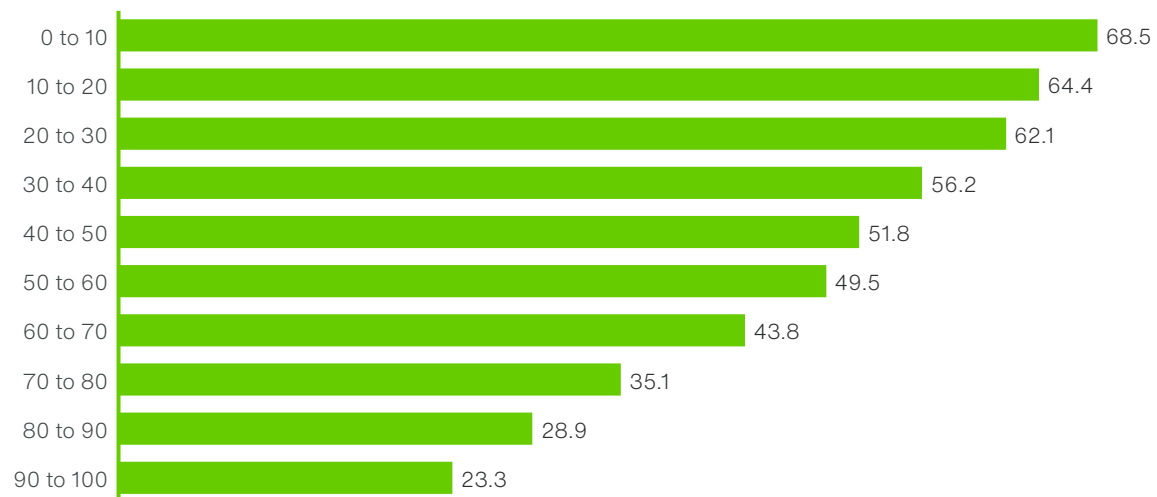
Productivity losses are calculated using the amount of effort put into work when feeling well (referred to as discretionary effort), the frequency of working when feeling unwell, and the amount of effort put into work when feeling unwell. Productivity loss is reported as a percentage of working time and as the number of days lost per year (based on 240 working days per year).

- Mental health scores are strongly correlated with productivity. Lower/worse mental health scores correspond to greater productivity loss and higher/better mental health scores correspond to less productivity loss
- Twenty-eight per cent of workers have a mental health score of 50 or lower. The productivity loss of this group is equivalent to at least twice as many days as the 13 per cent of workers with a mental health score of 90 or higher

Average productivity loss as a percentage of time by MHI score



Average productivity loss in working days per year by MHI score



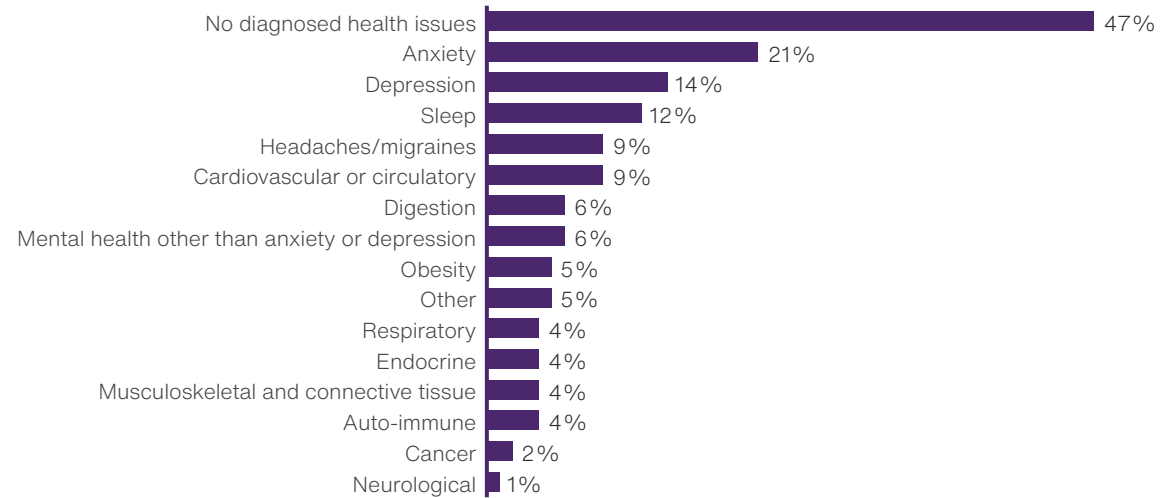
Health conditions

Diagnosed conditions

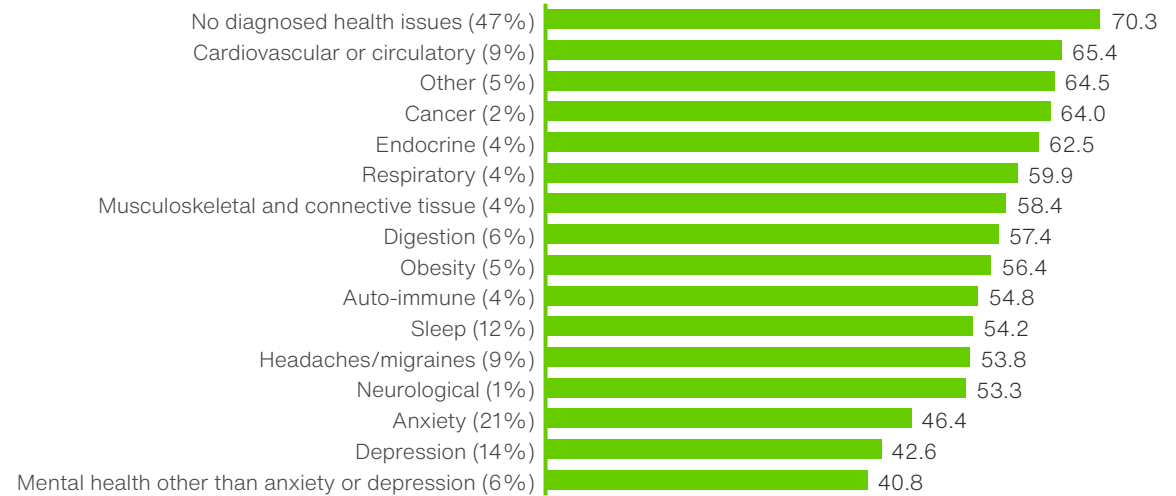
Workers were asked about the health conditions they are currently diagnosed with.

- More than one in five (21 per cent) report an anxiety diagnosis, 14 per cent report a depression diagnosis, and 12 per cent have diagnosed with sleep issues
- Workers under 40 are twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Women are 70 per cent more likely than men to report being diagnosed with anxiety
- Workers over 50 are 50 per cent more likely than workers under 40 to report being diagnosed with sleep disorders
- Nearly half (47 per cent) did not report any diagnoses. This group has the best/highest mental health score (70.3), nearly seven points higher than the national average (63.7)

Diagnosed health conditions



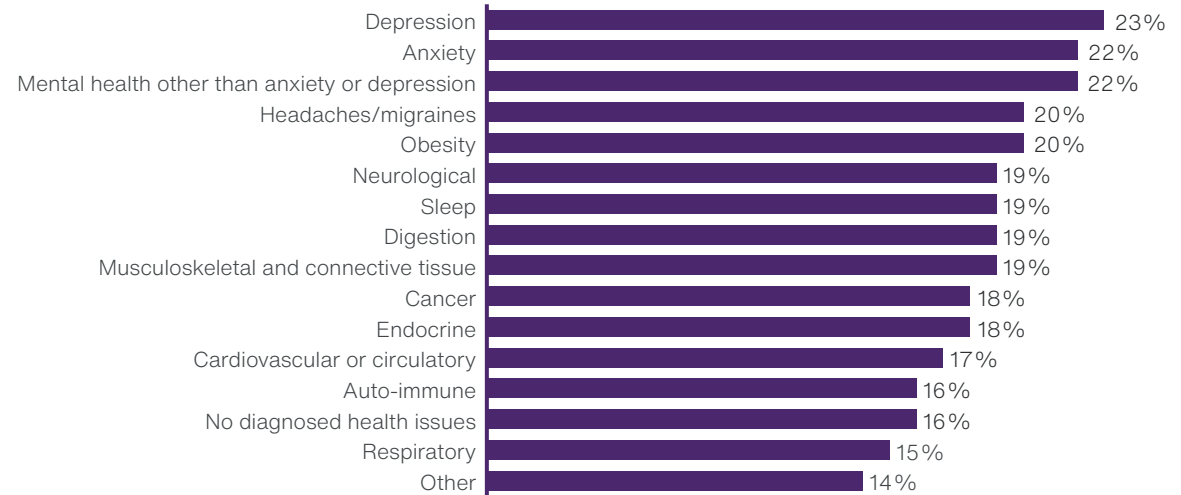
MHI score by diagnosed health conditions



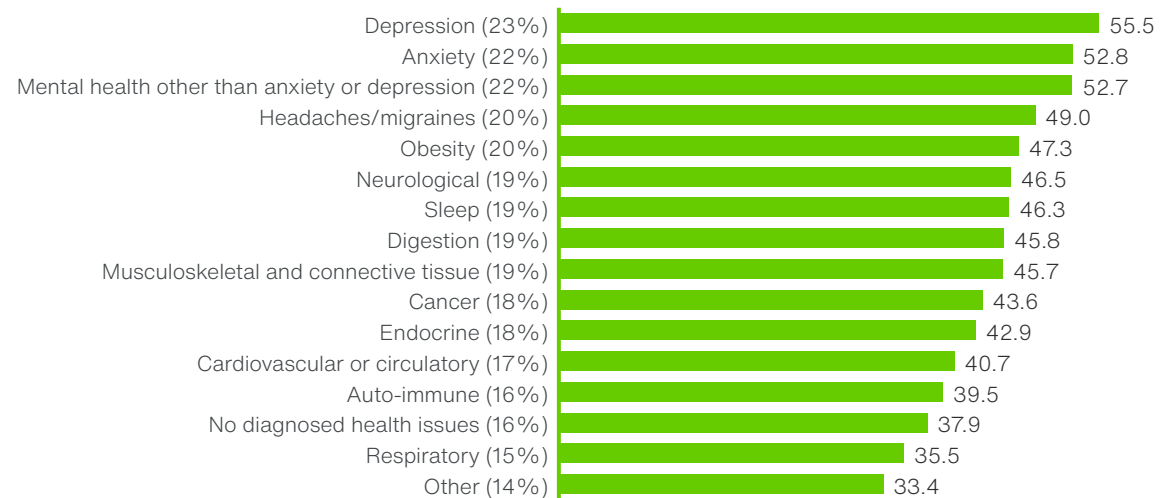
- Workers diagnosed with depression have the most significant productivity loss (23 per cent, equivalent to 55.5 working days/year) and a mental health score (42.6) nearly 28 points below workers with no diagnosed health conditions (70.3) and more than 21 points lower than the national average (63.7)
- Workers diagnosed with anxiety have a productivity loss of 22 per cent (equivalent to 52.8 working days/year) and a mental health score (46.4) 24 points lower than workers with no diagnosed health conditions (70.3) and more than 17 points lower than the national average (63.7)
- Workers diagnosed with a mental health condition other than depression or anxiety have a productivity loss of 22 per cent (equivalent to 52.7 working days/year) and the worst/lowest mental health (40.8) score, 30 points lower than workers with no diagnosed health conditions (70.3) and 23 points lower than the national average (63.7)



Productivity loss as a percentage of time by diagnosed health conditions



Productivity loss in working days per year by diagnosed health conditions



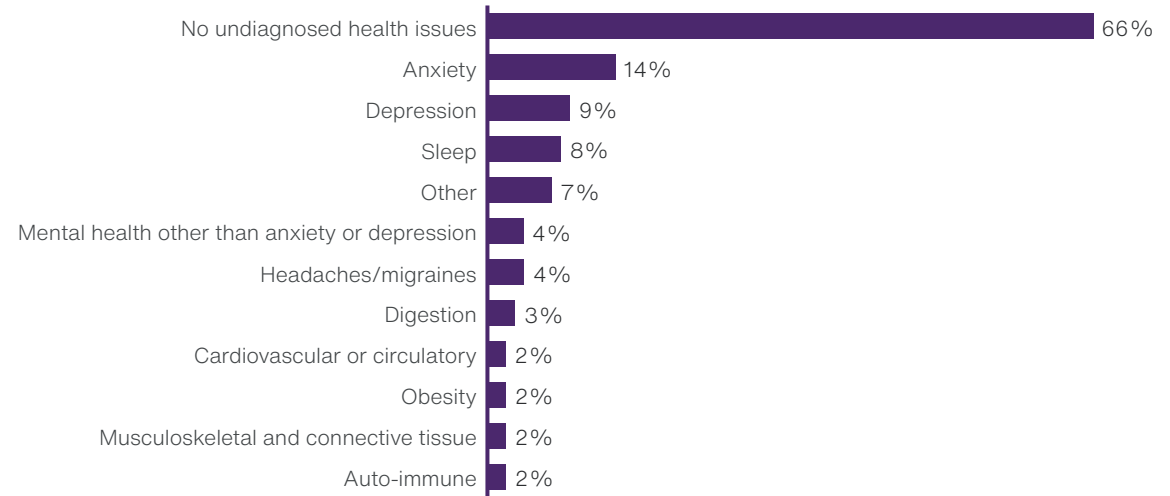
Undiagnosed health conditions.

Workers were asked whether they believe there are any undiagnosed health conditions affecting their health.

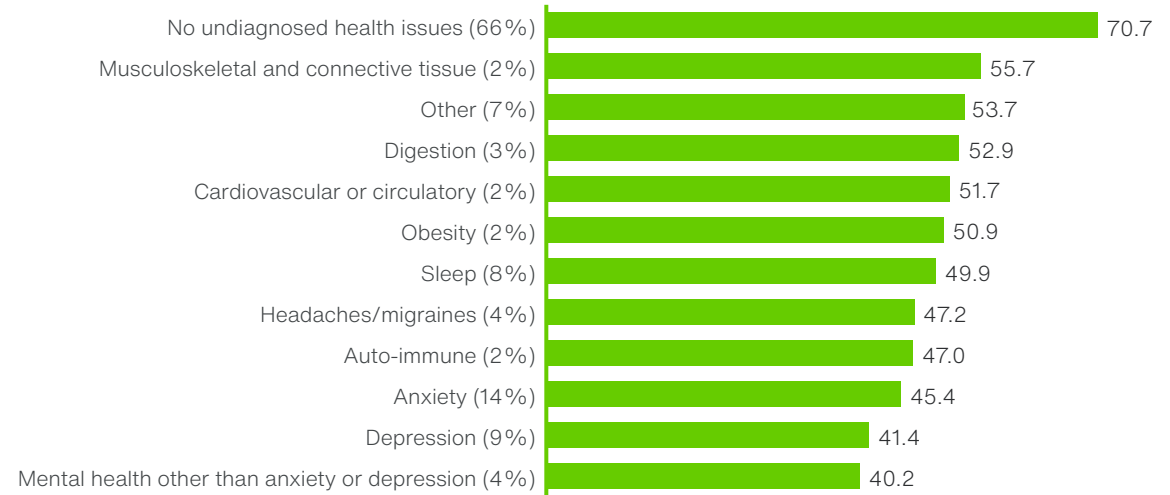
- One in seven (14 per cent) report undiagnosed anxiety, nine per cent report undiagnosed depression, and eight per cent report undiagnosed sleep issues
- Workers under 40 are twice as likely as workers over 50 to report undiagnosed anxiety and depression
- Parents are 50 per cent more likely than non-parents to report undiagnosed anxiety



Undiagnosed health conditions



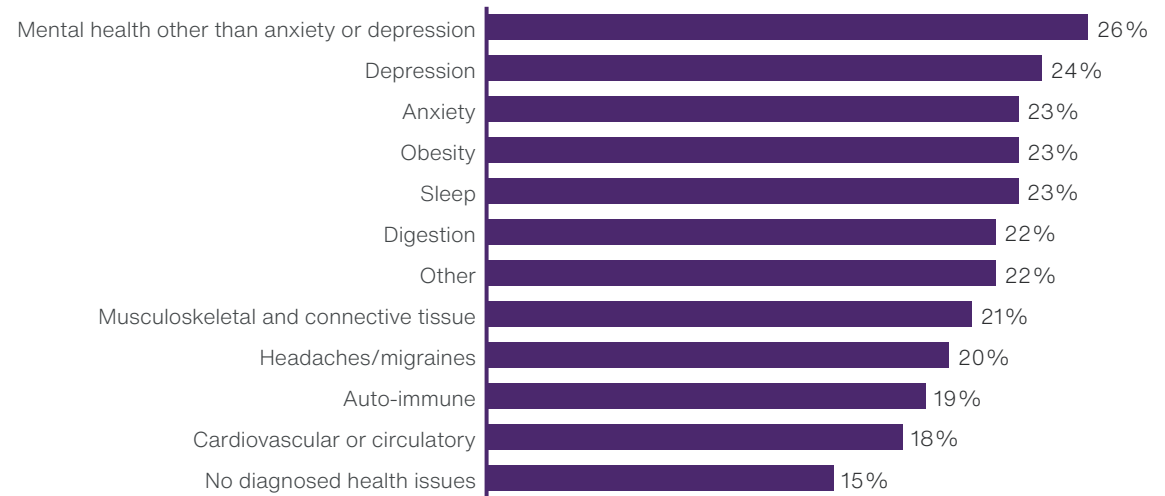
MHI score by undiagnosed health conditions



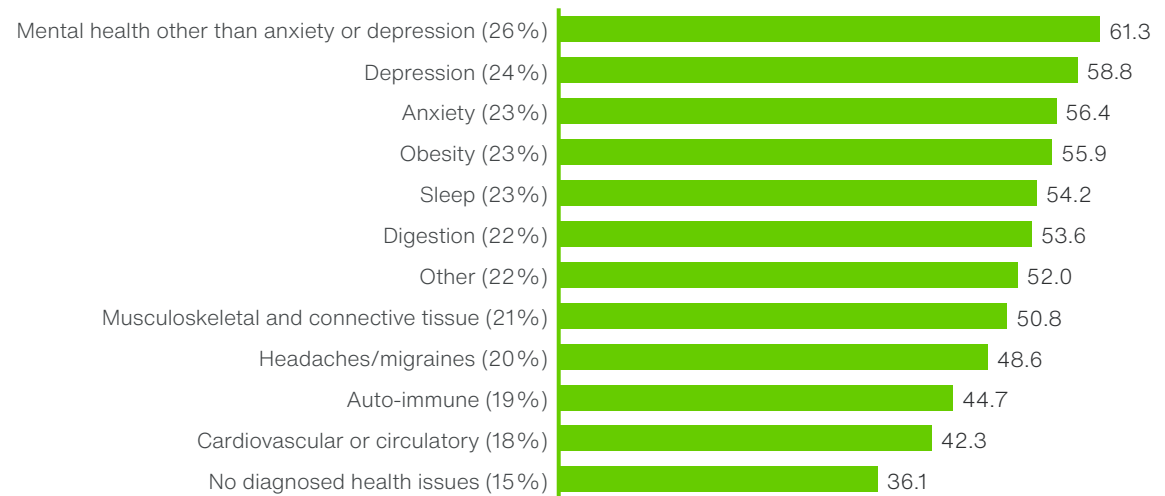
- Workers reporting undiagnosed mental health conditions other than anxiety or depression have the most significant productivity loss (26 per cent, equivalent to 61.3 working days/year), followed by workers reporting undiagnosed depression (24 per cent productivity loss, equivalent to 58.8 working days/year)
- The worst/lowest mental health score (40.2) is among four per cent reporting an undiagnosed mental health issue other than anxiety and depression, more than 30 points lower than workers with no undiagnosed conditions (70.7) and more than 23 points lower than the national average (63.7)
- Two-thirds (66 per cent) report no undiagnosed health conditions. This group has the best/highest mental health score (70.7), seven points higher than the national average (63.7)



Productivity loss as a percentage of time by undiagnosed health conditions



Productivity loss in working days per year by undiagnosed health conditions

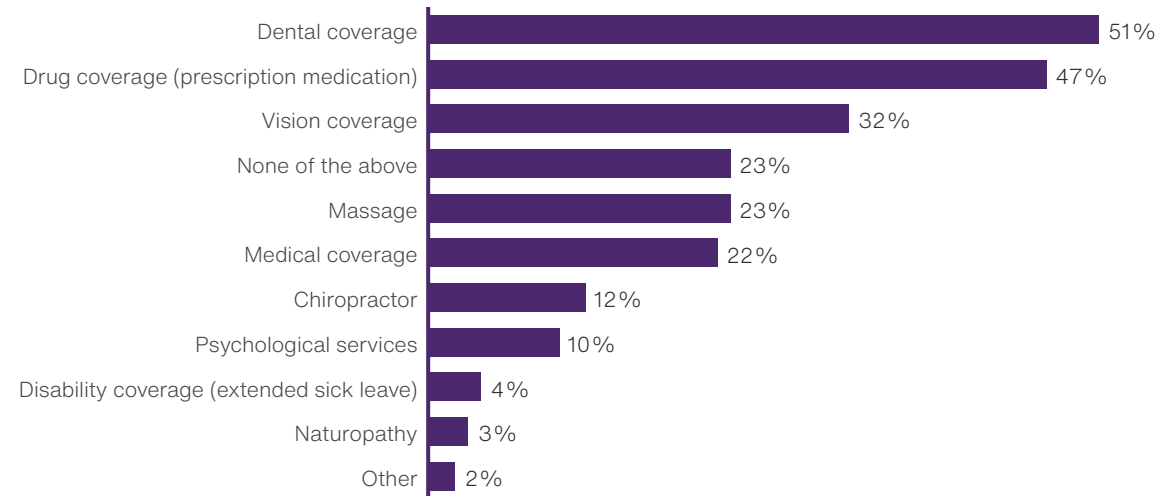


Health benefits

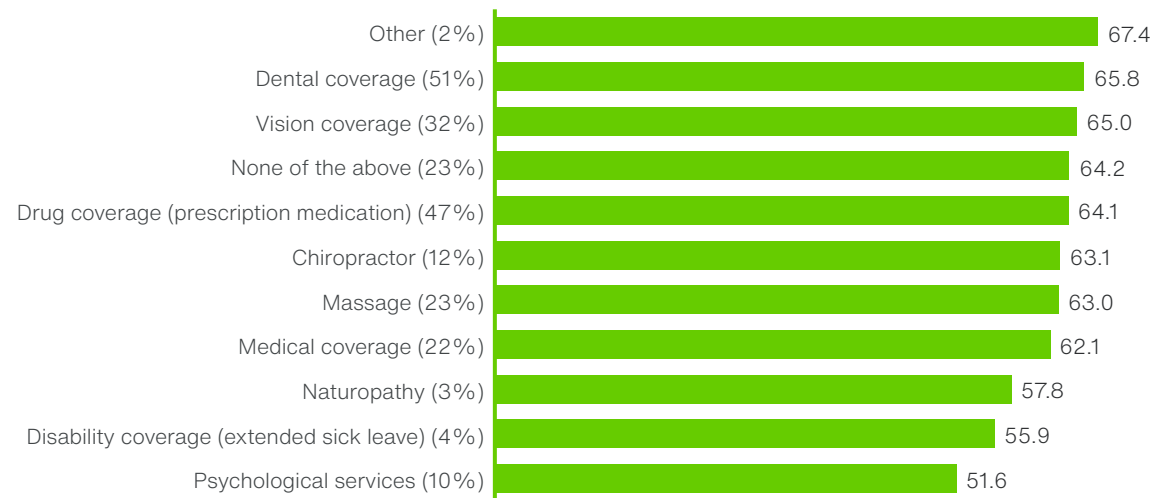
Workers were asked which elements of their health benefits they have used in the past year.

- More than half (51 per cent) have used dental benefits, 47 per cent have used benefits for prescription medication, and 32 per cent have used their benefits for vision care
- One in ten (10 per cent) have used their benefits for psychological services. This group has the worst/lowest mental health score (51.6), 12 points lower than the national average (63.7)
- Workers under 40 are twice as likely as workers over 50 to have used health benefits for psychological services
- Workers over 50 are 50 per cent more likely than workers under 40 to have used health benefits for prescription medication

Which elements of your health benefits have you used in the past year?



MHI score by “Which elements of your health benefits have you used in the past year?”

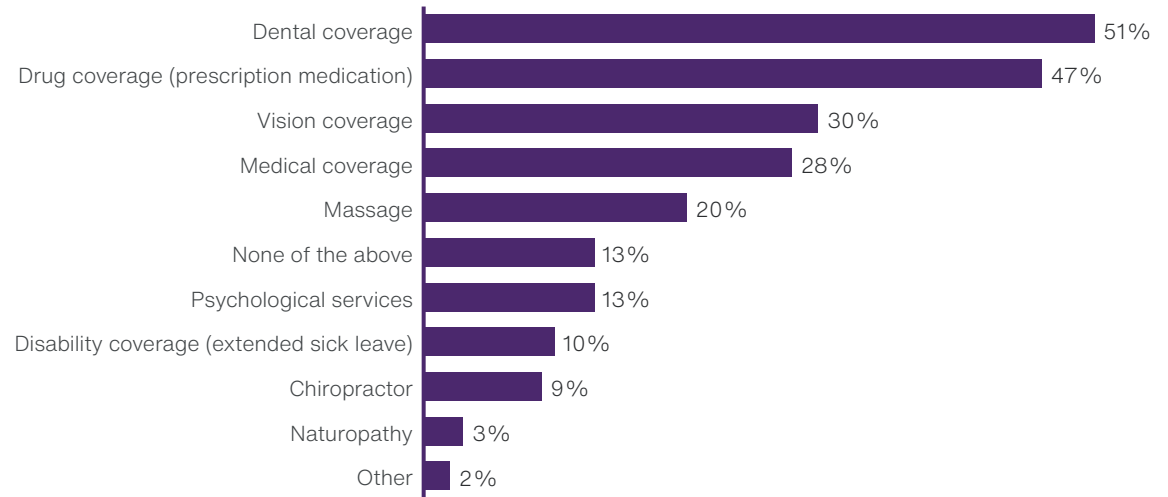


Workers were asked which elements of their health benefits they value most.

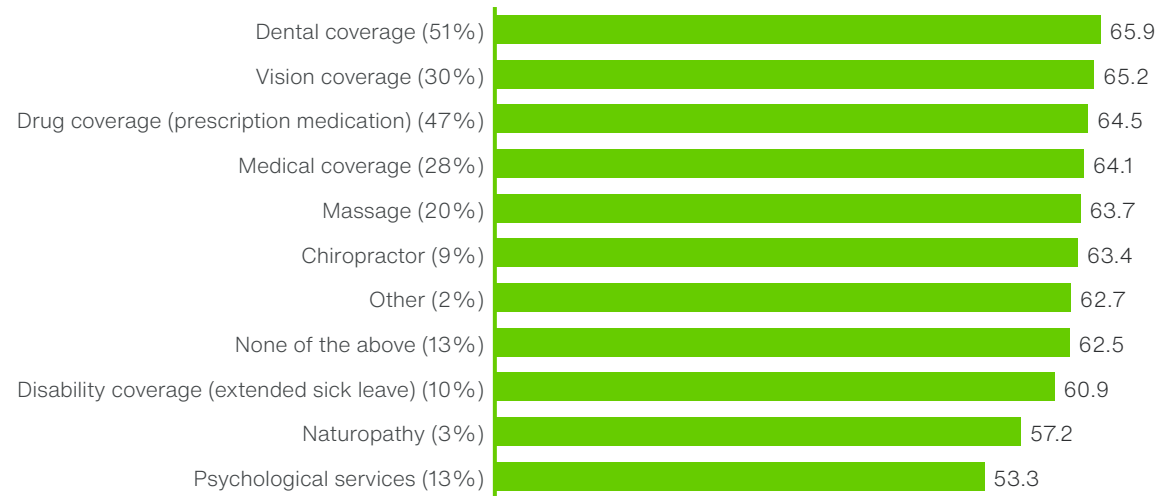
- More than half (51 per cent) value dental coverage the most, 47 per cent value prescription medication coverage the most, 30 per cent value vision coverage the most, and 28 per cent most value medical coverage
- The value placed on elements of health benefits aligns closely with the proportional use of health benefits as reported on the previous page
- Nearly one in seven (13 per cent) value psychological services most. This group has the worst/lowest mental health score (53.3), more than 10 points lower than the national average (63.7)
- Workers under 40 are more than twice as likely as workers over 50 to value psychological services most



Which elements of your health benefits do you value most?



MHI score by “Which elements of your health benefits do you value most?”



Work preferences

Office workers were asked whether they would prefer a 5-day work week with the ability to work remotely as much as they want or a 4-day work week in the office.

- Nearly three in five (57 per cent) would prefer a 5-day work week with the ability to work remotely as much as they want. This group has the best/highest mental health score (64.9), nearly two points higher than workers who would prefer a 4-day work week in office (63.1)



Preference for work week



MHI score by “Preference for work week”

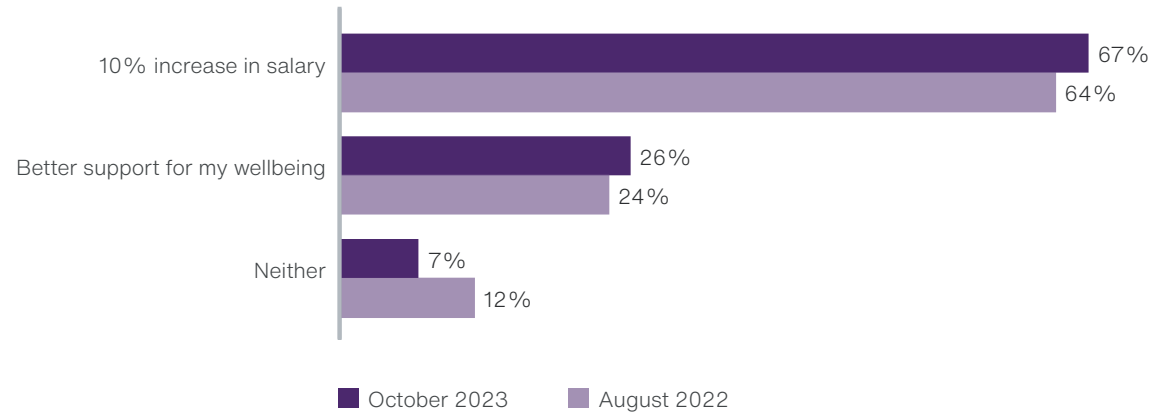


Workers were asked which is most important, a 10 per cent increase in salary or better support for their wellbeing.

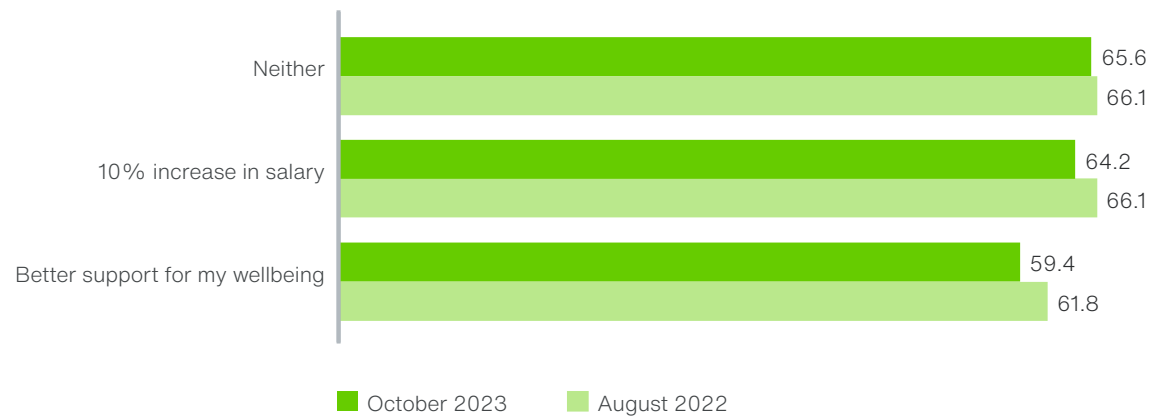
- Two-thirds (67 per cent) indicate a 10 per cent increase in salary is most important while 26 per cent say better support for their wellbeing is most important

The same question was asked in August 2022, with comparable results. In August 2022, 64 per cent of workers indicated a 10 per cent increase in salary was more important and 24 per cent indicated better support for their wellbeing was more important. The mental health scores are lower in October 2023 compared to August 2022, most notably among workers indicating better support for their wellbeing is most important (61.8 in August 2022 vs. 59.4 in October 2023).

Which is most important to you?



MHI score by “Which is most important to you?”



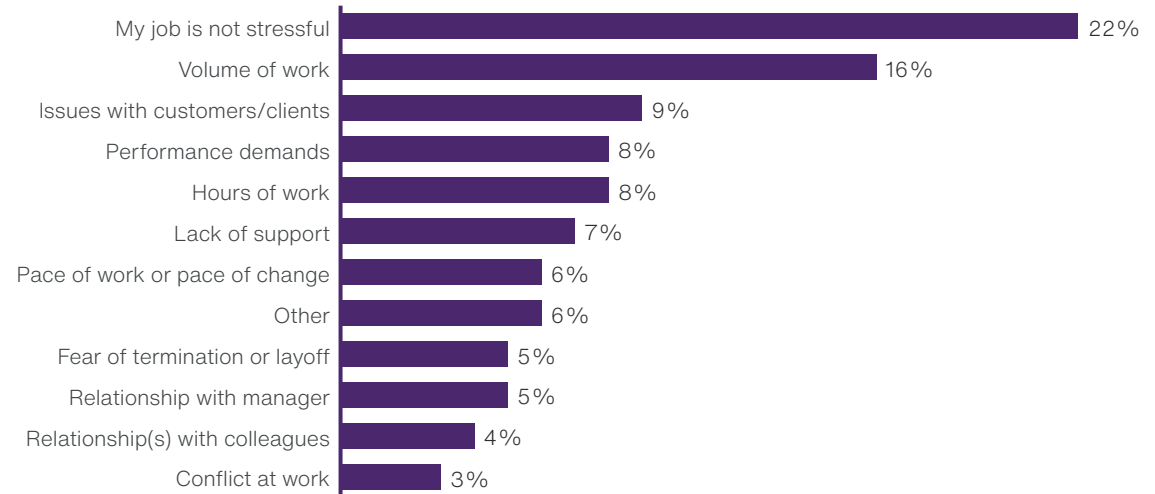
Work stress

Workers were asked about their primary source of work stress.

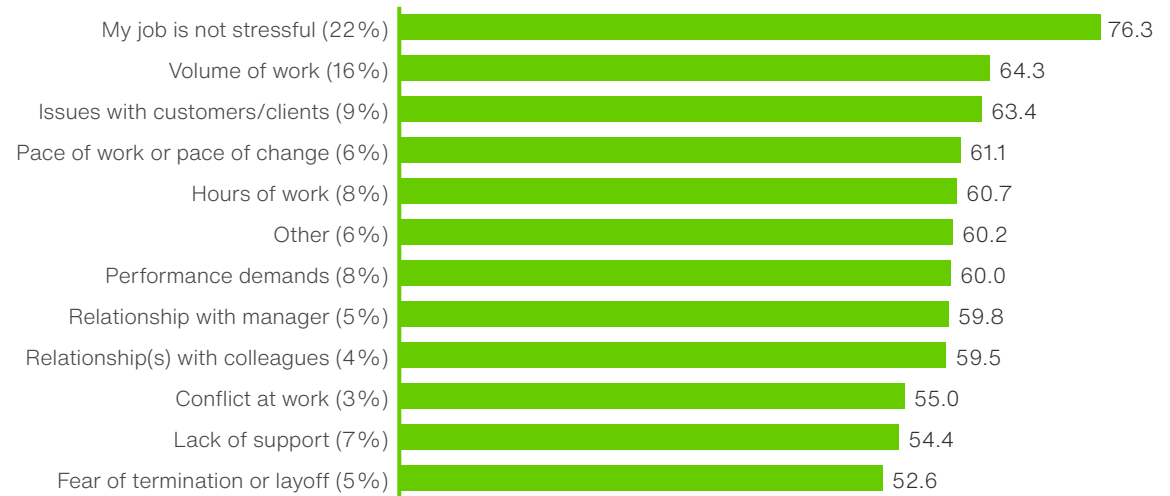
- More than one in five (22 per cent) indicate their job is not stressful, and this group has the best/highest mental health score (76.3), nearly 13 points higher than the national average (63.7)
- The lowest mental health score (52.6) is among five per cent of workers reporting fear of termination/layoff as their primary source of work stress, 11 points lower than the national average (63.7)
- Non-managers are 50 per cent more likely than managers to report their job is not stressful
- Non-parents are 50 per cent more likely than parents to report their job is not stressful



Primary source of work stress



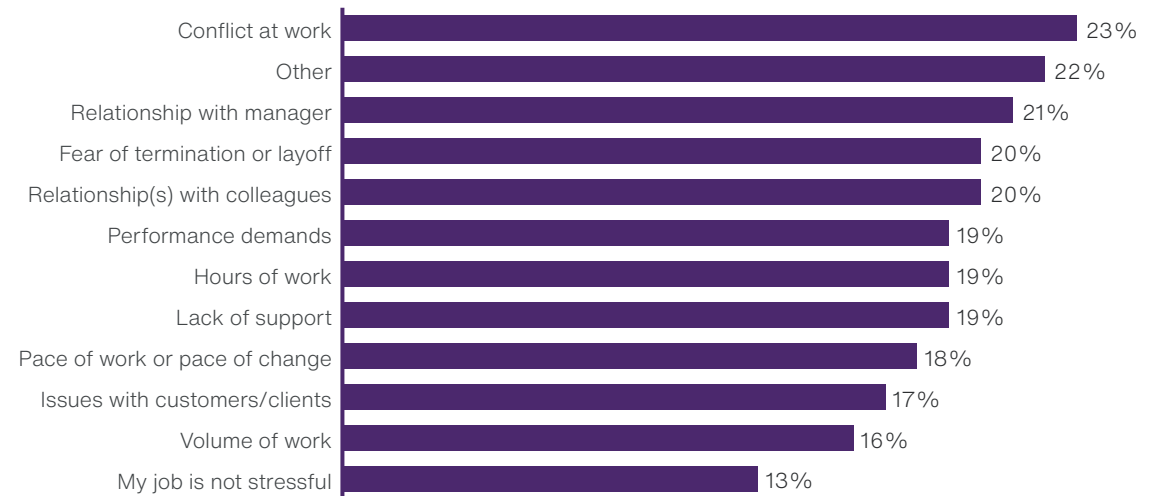
MHI score by “Primary source of work stress”



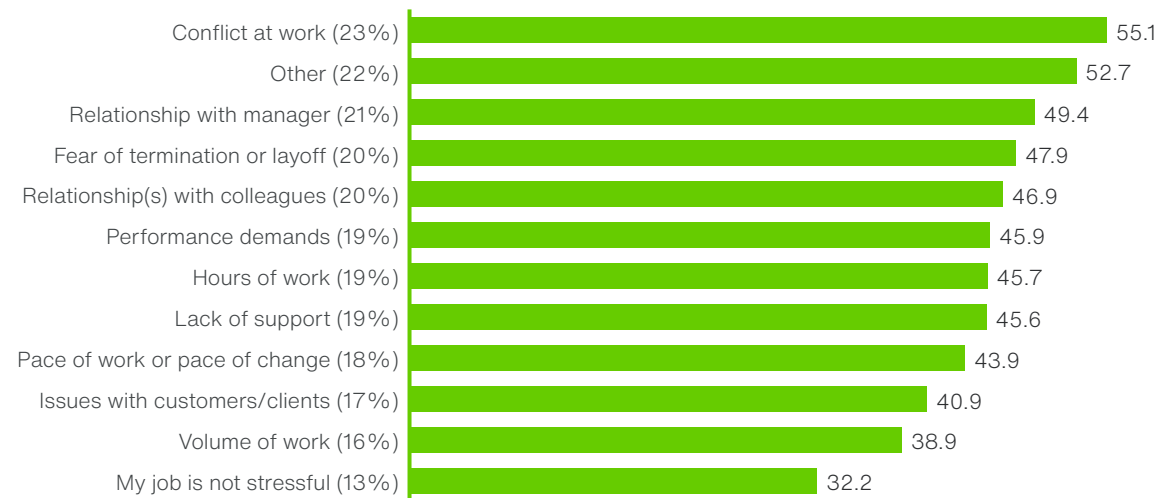
- Workers reporting conflict at work as the primary source of work stress have a productivity loss of 23 per cent (equivalent to 55.1 working days/year)
- Workers reporting the relationship with their manager is their primary source of work stress have a productivity loss of 21 per cent (equivalent to 49.4 working days/year)



Average productivity loss as a percentage of time by primary source of work stress



Average productivity loss in working days per year by primary source of work stress



Work-life balance

Workers were asked where they invest most of their energy.

- More than two in five (41 per cent) invest most of their energy in a balanced personal/work life, 30 per cent invest most of their energy in their work life and 29 per cent invest most of their energy in their personal life



Where do you invest most of your energy?



MHI score by “Where do you invest most of your energy?”

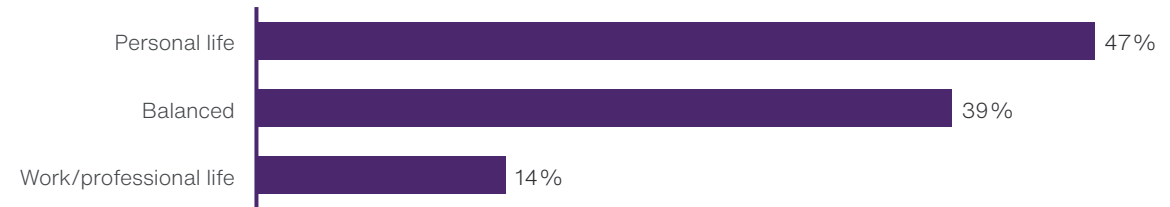


Workers were asked where they find fulfillment.

- Nearly half (47 per cent) find fulfillment in their personal life, 39 per cent find fulfillment in a balanced personal/work life, and 14 per cent find fulfillment in their work life
- The best/highest mental health score (70.4) is among 39 per cent finding fulfillment in a balanced personal/work life. The mental health score of this group is nearly seven points higher than the national average (63.7)
- Managers are 60 per cent more likely than non-managers to find fulfillment in their work/professional life



Where do you find fulfillment?



MHI score by “Where do you find fulfillment?”



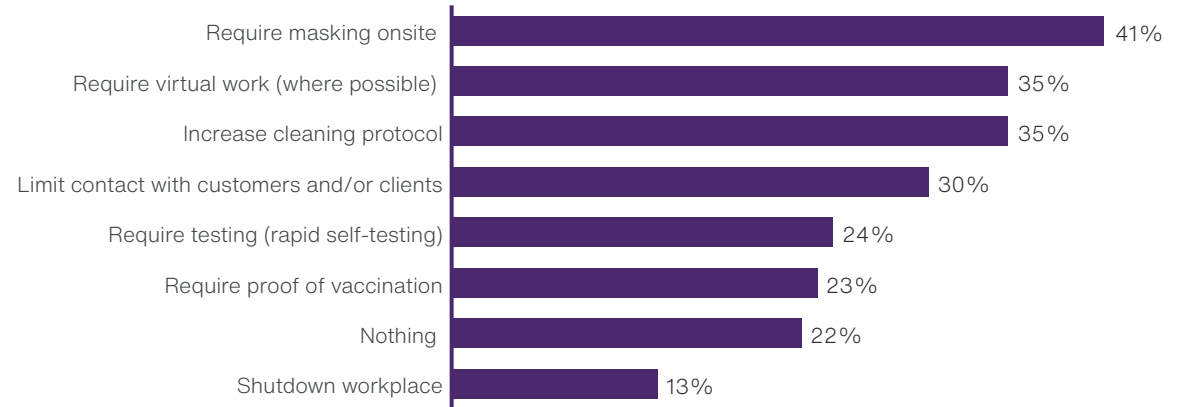
COVID-19 policy in the workplace.

Workers were asked what they would want their employer to do in an event of escalation in the spread of COVID-19.

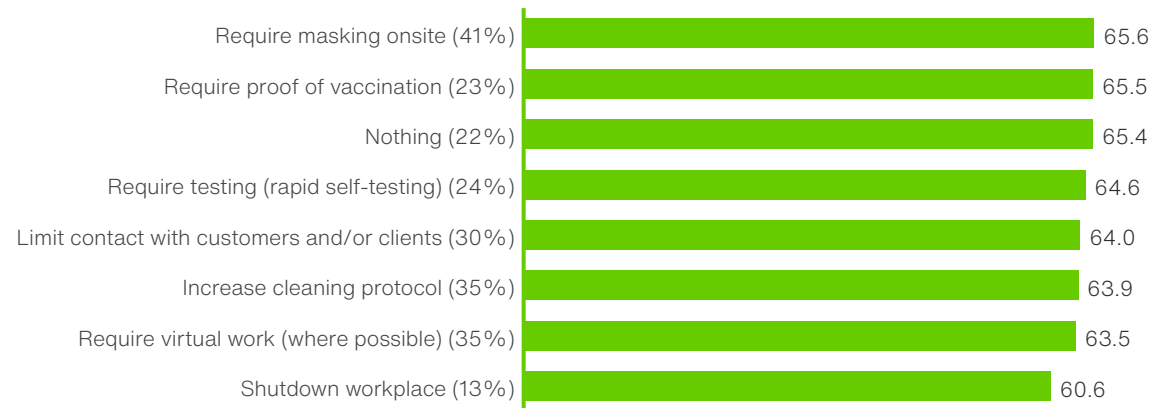
- More than two in five (41 per cent) would expect their employers to require masking, 35 per cent would expect virtual work, 35 per cent would expect increased cleaning protocols, and 30 per cent would expect their employers to limit contact with customers and/or clients



Expectations of employers in an event of escalation in the spread of COVID-19



MHI score by “Expectations of employers in an event of escalation in the spread of COVID-19”



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 prior two weeks when answering each question. Data for the current report was collected between October 4 and October 10, 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.

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