



TELUS Mental Health Index.

Canada | August 2024

 **TELUS**® Health

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What you need to know for August 2024.

The mental health of workers in Canada **declines** for the fifth consecutive month, reaching pandemic-era lows; high mental health risk surpasses early pandemic levels.

- At 63.1, the mental health of workers has declined from July
- 35 per cent of workers have a high mental health risk, 43 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk
- All mental health sub-scores, apart from optimism, are unchanged or have declined from July; the work productivity and isolation sub-scores declined most significantly from the previous month
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years
- Mental health scores have improved in Saskatchewan and Quebec, whereas scores in other provinces have declined or are unchanged compared to July
- The mental health score of managers has declined modestly, aligning with the score of non-managers
- Labourers have a lower mental health score than service industry and office workers

One-third of workers aspire to be people leaders or managers, while an equal proportion do not.

- Workers under 40, men, and parents are more likely to want leadership roles if given the opportunity
- Workers with a supportive manager are 40 per cent more likely to want leadership roles compared to workers without a supportive manager
- 59 per cent avoid managerial roles due to the added responsibility, with 45% satisfied with their current role, 32% concerned about work-life balance, 31% deterred by administrative tasks, and 31% unwilling to be accountable for others' performance
- Younger workers (under 40) are 80 per cent more likely than workers over 50 to be satisfied with their current role





Employees with unsupportive managers experience significantly lower mental health scores, underscoring the importance of managerial support in fostering a positive workplace environment.

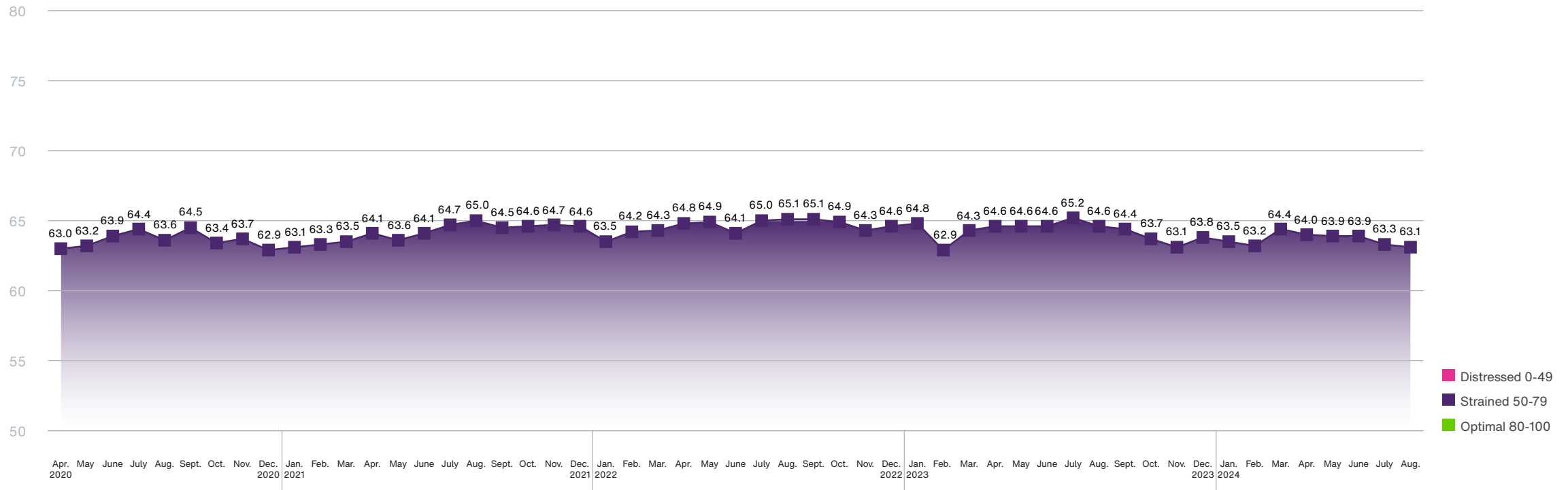
- 26 per cent of workers say their manager does not prioritise mental health; the mental health score of this group is nearly 16 points lower than those whose managers prioritise mental health and wellbeing and 10 points lower than the national average
- 24 per cent do not receive regular feedback and guidance; the mental health score of this group is more than 13 points lower than those who do and more than nine points lower than the national average
- 19 per cent say their manager does not listen to their concerns; the mental health score of this group is 16 points lower than those with managers who listen and 12 points lower than the national average
- 18 per cent do not feel safe sharing their thoughts with their manager; the mental health score of this group is 18 points lower than those who feel safe and more than 13 points lower than the national average
- 17 per cent do not trust their manager; the mental health score of this group is 17 points lower than those who trust their manager and 13 points lower than the national average
- 6 per cent feel their manager does not recognise their contributions; the mental health score of this group is 16 points lower than those who feel recognised and more than 12 points lower than the national average
- Workers with a supportive manager are at least twice as likely to recommend their organisation as a good place to work and at least 65 per cent more likely to believe they have a future with their employer compared to workers without a supportive manager

The Mental Health Index.

MHI Current Month August 2024	July 2024
63.1	63.3

The overall Mental Health Index for August 2024 is 63.1.

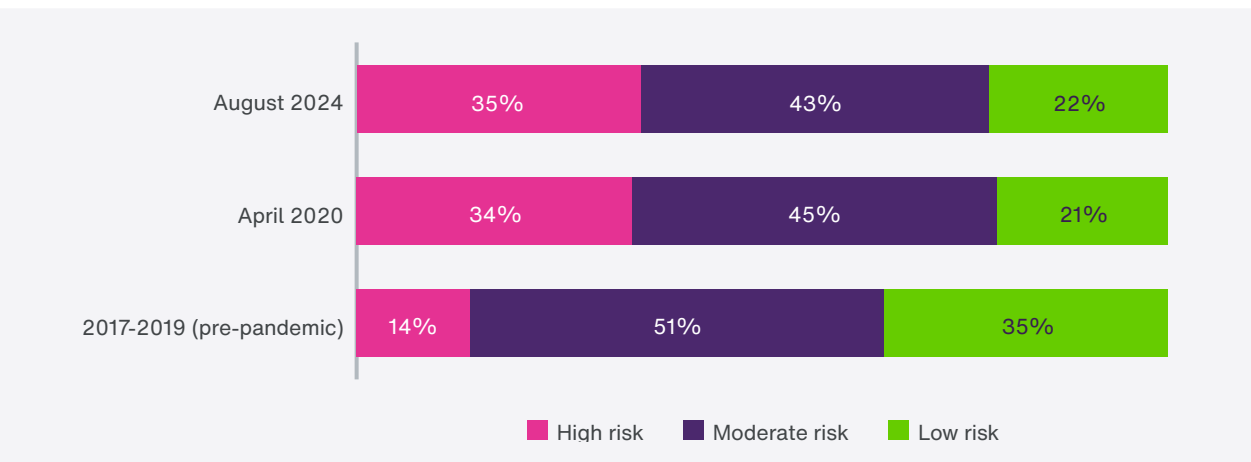
The mental health of workers in Canada continues to decline for the fifth consecutive month.





Mental health risk.

In August 2024, 35 per cent of workers in Canada have a high mental health risk, 43 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk. More than four years after the launch of the MHI in April 2020, the proportion of workers with a high mental health risk has increased by one per cent.



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 people in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For more than two years, the lowest Mental Health Index sub-score continues to be anxiety (56.3). Isolation (58.6), work productivity (60.9), depression (61), optimism (65.8), and financial risk (66.5) follow. General psychological health (71.2) continues to be the most favourable mental health measure in August 2024.

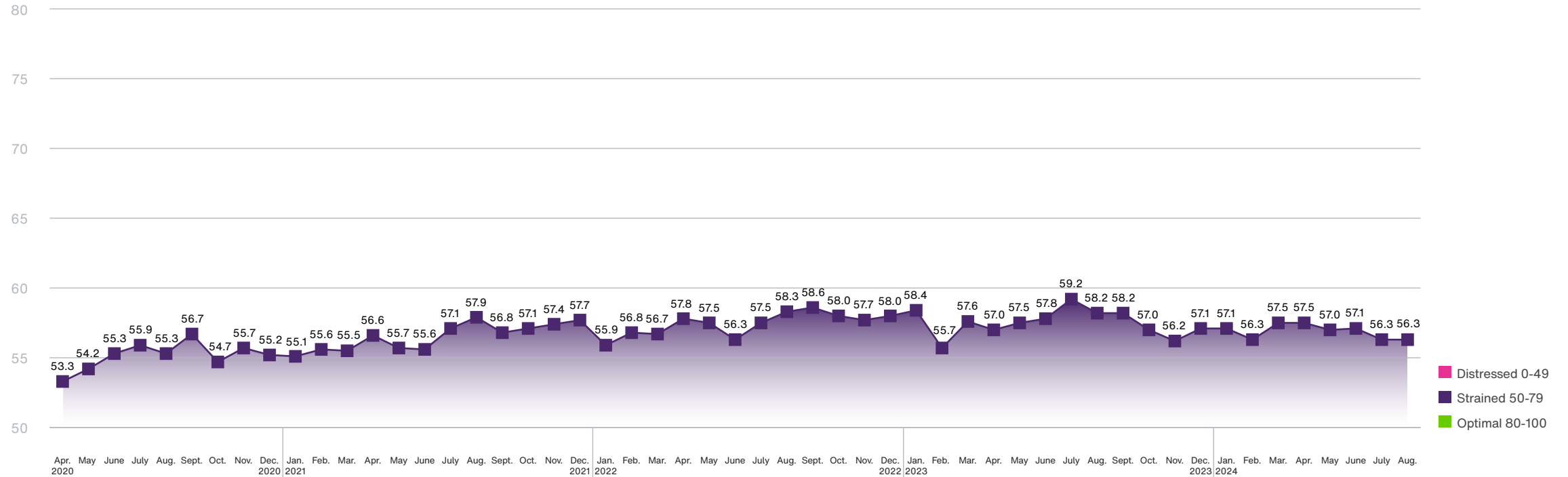
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores, apart from optimism, are unchanged or have declined from July

Mental Health Index Sub-scores	August 2024	July 2024
Anxiety	56.3	56.3
Isolation	58.6	60.0
Work productivity	60.9	62.8
Depression	61.0	61.9
Optimism	65.8	64.8
Financial risk	66.5	66.6
Psychological health	71.2	71.3



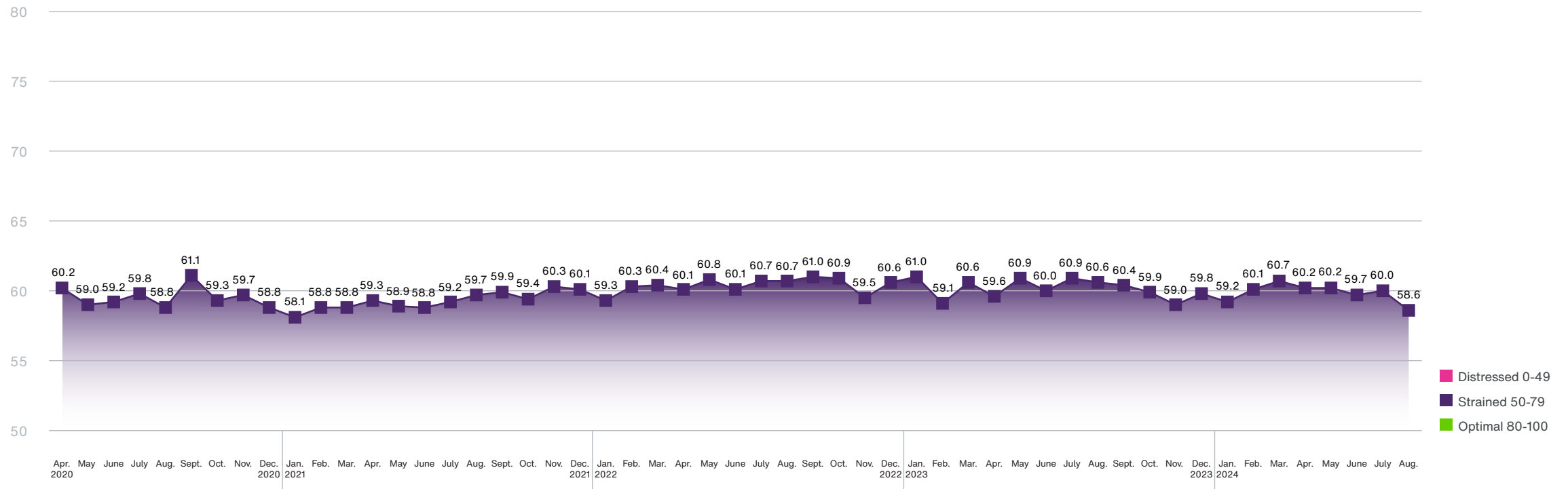
Anxiety

After reaching its peak in July 2023, the anxiety score generally declined through August 2024. In August 2024, the anxiety sub-score remains unchanged from the prior month and continues to be the lowest of all mental health sub-scores for more than two years.



Isolation

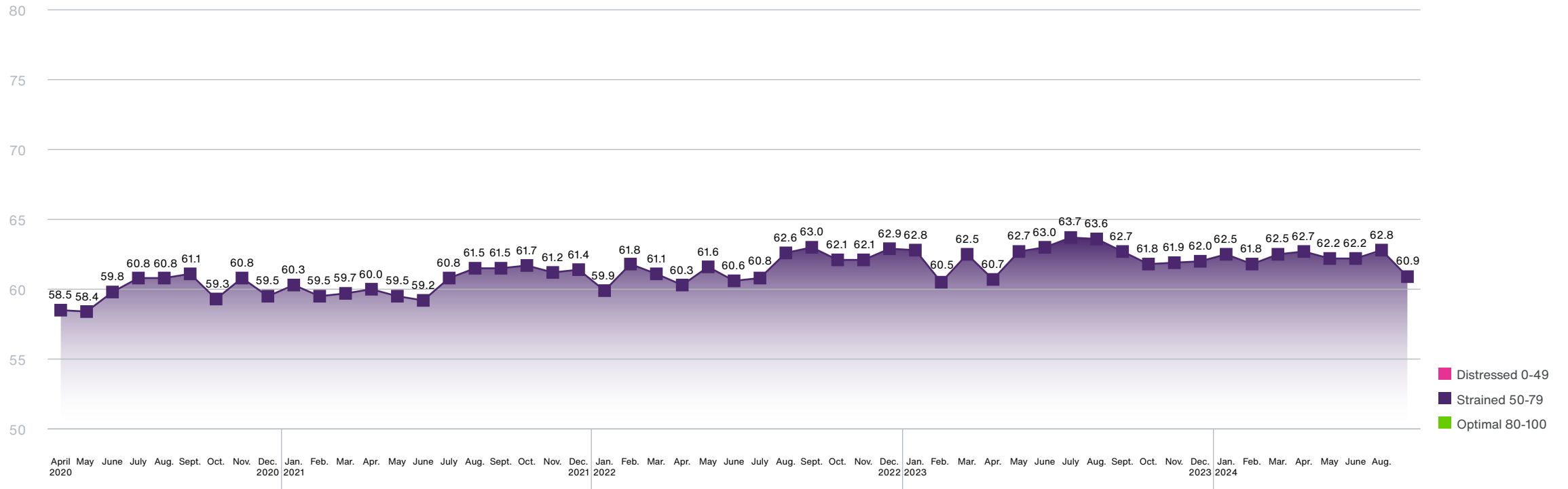
Since reaching its lowest in January 2021, the isolation sub-score has gradually improved through September 2022. From November 2022 to March 2024, isolation scores fluctuated. In August 2024, the isolation score has declined sharply and remains the second lowest mental health sub-score for more than two years.



Work productivity

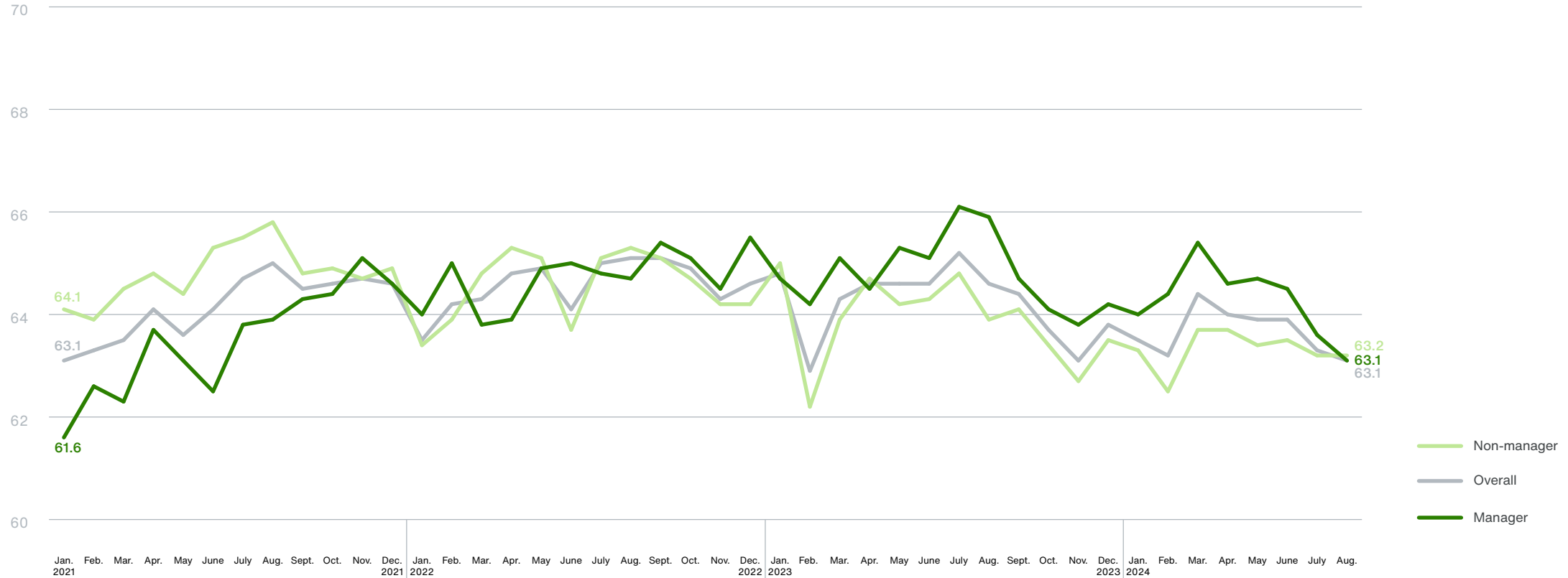
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement, suggesting that the negative impact of mental health on work productivity has slowly decreased. After peaking in July 2023, the work productivity score declined through February 2024. In August 2024, the work productivity sub-score has declined significantly from the previous month.



Managers compared to non-managers.

From January to October 2021, managers in Canada had lower mental health scores than both non-managers and the Canadian average. Between November 2021 and January 2023, the mental health scores of managers and non-managers converged, showing similar levels. However, in February 2023, non-managers experienced a significant decline in their mental health, and since then, managers have had higher scores than non-managers. In August 2024, the mental health score of managers has declined modestly, aligning once again with the score of non-managers.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In August 2024, the mental health score of women is 60.5 compared to 65.5 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2020. More than four years later, this pattern continues with a lower score for workers with at least one child (59.8) than workers without children (64.7)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹ and eight per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (52.0), followed by workers reporting fewer hours than the last month (54.9), respondents not currently employed (60.9), and workers with no change to salary or hours (64.0)
- Labourers have a lower mental health score (61.0) than service industry (62.4) and office workers (64.2)
- Managers have a slightly lower mental health score (63.1) than non-managers (63.2)
- Respondents working for companies with 2-50 employees have the highest mental health score (64.2)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (60.2)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (48.1) than the overall group (63.1). 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.

In August 2024, the mental health scores in Saskatchewan and Quebec have improved, while scores in other provinces have declined or are unchanged compared to July 2024.

- With a significant 2.9-point increase, Saskatchewan continues to have the highest mental health score (68.4) in August 2024
- The lowest mental health score continues to be in the Maritimes (60.5), down 0.3 points from July 2024

Province	August 2024	July 2024	Change
Saskatchewan	68.4	65.5	2.9
Quebec	62.9	62.7	0.2
Manitoba	64.2	64.2	0.0
Ontario	63.4	63.4	0.0
The Maritimes	60.5	60.8	-0.3
Newfoundland and Labrador	64.3	64.9	-0.6
British Columbia	63.2	63.9	-0.7
Alberta	61.4	63.4	-2.0

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

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



Employment status	Aug. 2024	July 2024
Employed (no change in hours/salary)	64.0	64.3
Employed (fewer hours compared to last month)	54.9	53.8
Employed (reduced salary compared to last month)	52.0	53.5
Not currently employed	60.9	63.6

Age group	Aug. 2024	July 2024
Age 20-29	54.1	55.7
Age 30-39	57.6	57.5
Age 40-49	59.3	61.2
Age 50-59	65.4	64.7
Age 60-69	72.5	71.5

Number of children	Aug. 2024	July 2024
No children in household	64.7	64.7
1 child	59.7	59.9
2 children	60.3	61.1
3 children or more	58.7	63.1

Gender	Aug. 2024	July 2024
Men	65.5	65.4
Women	60.5	61.2

Household income/annum	Aug. 2024	July 2024
<\$30K	53.5	52.8
\$30K to <\$60K	59.2	58.5
\$60K to <\$100K	61.8	61.8
\$100K to <\$150K	65.8	66.5
\$150K or more	69.3	69.8

Employer size	Aug. 2024	July 2024
Self-employed/sole proprietor	64.1	65.4
2-50 employees	64.2	62.3
51-100 employees	61.4	61.5
101-500 employees	62.5	62.9
501-1,000 employees	60.2	61.4
1,001-5,000 employees	63.6	65.4
5,001-10,000 employees	63.2	62.5
More than 10,000 employees	64.1	65.2

Manager	Aug. 2024	July 2024
Manager	63.1	63.6
Non-manager	63.2	63.2

Work environment	Aug. 2024	July 2024
Labour	61.0	62.1
Office/desk	64.2	64.1
Service	62.4	62.4

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.

Workers in Food Services have the lowest mental health score (57.2), followed by workers in Warehousing (58.5), and Administrative and Support services (59.6).

Workers in Mining, Quarrying, and Oil and Gas Extraction (70.3), Professional, Scientific and Technical Services (68.2), and Automotive Industry (67.9) have the highest mental health scores this month.



Industry	August 2024	July 2024	Change
Mining, Quarrying, and Oil and Gas Extraction	70.3	65.5	4.8
Utilities	62.3	58.9	3.4
Arts, Entertainment and Recreation	61.0	58.5	2.5
Retail Trade	62.6	61.0	1.6
Other services (except Public Administration)	64.3	63.0	1.3
Wholesale Trade	63.3	62.2	1.1
Agriculture, Forestry, Fishing and Hunting	59.7	58.8	0.9
Health Care and Social Assistance	60.8	59.9	0.9
Finance and Insurance	63.4	63.0	0.4
Technology	62.3	61.9	0.4
Food Services	57.2	57.2	0.0
Real Estate, Rental and Leasing	64.0	64.1	-0.1
Transportation	65.7	65.9	-0.2
Media and Telecommunications	61.3	61.6	-0.3
Administrative and Support services	59.6	60.2	-0.6
Automotive Industry	67.9	68.6	-0.7
Manufacturing	66.0	66.7	-0.7
Information and Cultural Industries	61.5	62.2	-0.7
Professional, Scientific and Technical Services	68.2	69.2	-1.0
Public Administration	66.9	68.3	-1.4
Educational Services	63.4	65.1	-1.7
Construction	63.0	64.9	-1.9
Other	61.5	63.5	-2.0
Warehousing	58.5	62.1	-3.6
Accommodation	66.0	71.8	-5.8

Spotlight

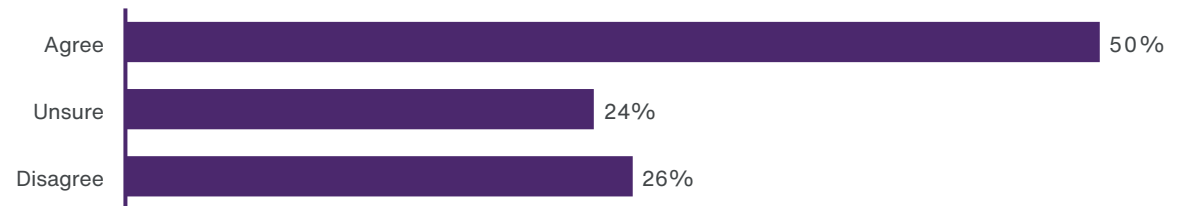
Employee perceptions of their managers.

The mental health of workers whose managers do not prioritise mental health and wellbeing is 16 points lower than that of workers whose managers do.

- Half (50 per cent) report that their manager prioritises the team’s mental health and wellbeing; this group has the highest/best mental health score (68.8), nearly six points higher than the national average (63.1)
- More than one-quarter (26 per cent) report that their manager does not prioritise the team’s mental health and wellbeing; this group has the lowest/worst mental health score (53.2), nearly 16 points lower than workers whose managers prioritise mental health and wellbeing (68.8) and 10 points lower than the national average (63.1)



My manager prioritises the team’s mental health and wellbeing



MHI score by “My manager prioritises the team’s mental health and wellbeing”

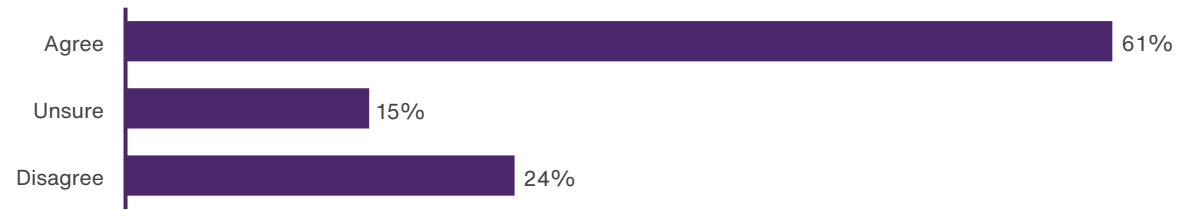


Workers who say their manager provides regular feedback and guidance have a mental health score 13 points higher than workers who do not hold this view.

- More than three in five (61 per cent) report that their manager provides regular feedback and guidance; this group has the highest/best mental health score (67.0), nearly four points higher than the national average (63.1)
- Nearly one-quarter (24 per cent) report that their manager does not provide regular feedback and guidance; this group has the lowest/worst mental health score (53.8), more than 13 points lower than workers whose managers provide regular feedback and guidance (67.0) and more than nine points lower than the national average (63.1)



My manager provides regular feedback and guidance



MHI score by “My manager provides regular feedback and guidance”





Workers who perceive their manager listens to their concerns have a mental health score 16 points higher than workers who do not share this perception.

- More than three in five (62 per cent) report that their manager actively listens to their concerns; this group has the highest/best mental health score (67.3), more than four points higher than the national average (63.1)
- Nearly one in five (19 per cent) report that their manager does not actively listen to their concerns; this group has the lowest/worst mental health score (51.2), more than 16 points lower than workers whose managers listen to their concerns (67.3) and 12 points lower than the national average (63.1)

My manager actively listens to my concerns



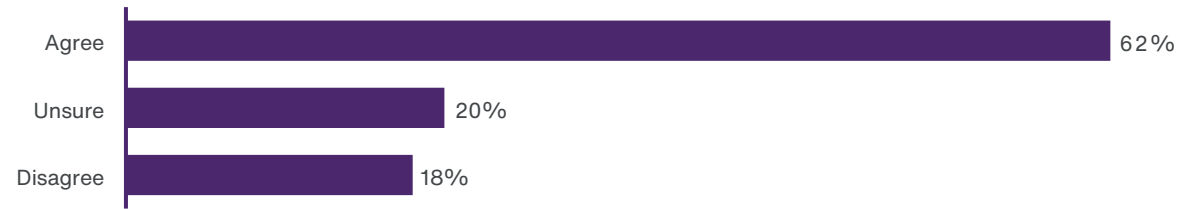
MHI score by “My manager actively listens to my concerns”



Workers who say their manager makes it safe to say what is on their minds have a mental health score 18 points higher than workers who do not share this view.

- More than three in five (62 per cent) report that their manager makes it safe to say what is on their mind; this group has the highest/best mental health score (67.8), nearly five points higher than the national average (63.1)
- Nearly one in five (18 per cent) report that their manager does not make it safe to share what is on their mind; this group has the lowest/worst mental health score (49.9), nearly 18 points lower than workers whose managers make it safe to share (67.8) and more than 13 points lower than the national average (63.1)

My manager makes it safe for me to say what is on my mind



MHI score by “My manager makes it safe for me to say what is on my mind”



Workers who trust their manager have a mental health score 17 points higher than workers who do not.

- Nearly two-thirds (64 per cent) trust their manager; this group has the highest/best mental health score (67.2), more than four points higher than the national average (63.1)
- More than one in six (17 per cent) do not trust their manager; this group has the lowest/worst mental health score (50.1), more than 17 points lower than workers who trust their manager (67.2) and 13 points lower than the national average (63.1)



I trust my manager



MHI score by “I trust my manager”



Workers who say their manager recognises their contributions have a mental health score 16 points higher than workers who do not believe this to be true.

- Nearly seven in ten (68 per cent) report that their manager recognises their contributions; this group has the highest/best mental health score (66.8), nearly four points higher than the national average (63.1)
- One in six (16 per cent) report that their manager does not recognise their contributions; this group has the lowest/worst mental health score (50.9), nearly 16 points lower than workers whose managers recognise their contributions (66.8) and more than 12 points lower than the national average (63.1)



My manager recognises my contributions



MHI score by “My manager recognises my contributions”



- Workers with a supportive manager characterised by any of the measures included in this report are at least twice as likely to recommend their organisation as a good place to work compared to workers without a supportive manager
- Workers with a supportive manager are at least 65 per cent more likely to believe that they have a future with their employer compared to workers without a supportive manager



Likelihood to recommend the organisation as a good place to work based on manager support



Believe they have a future with their current employer



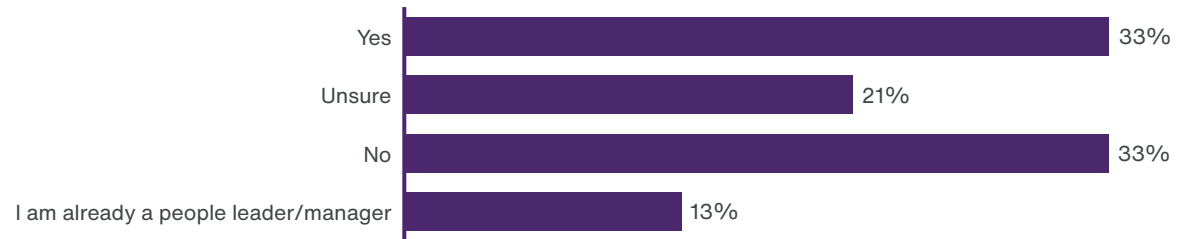
Leadership aspirations

An equal number of workers would be interested in taking on a manager role as workers who would not want the role.

- One-third (33 per cent) want to be people leaders or managers, while an equal proportion do not want to take on this role
- Workers under 40 are 70 per cent more likely than workers over 50 to want to be people leaders or managers if the opportunity arose
- Parents are 60 per cent more likely than non-parents to want to be people leaders or managers
- Men are 40 per cent more likely than women to want to be people leaders or managers
- Workers with a supportive manager are 40 per cent more likely than workers without a supportive manager to want to be people leaders or managers



Would you want to be a people leader/manager?



MHI score by “Would you want to be a people leader/manager?”

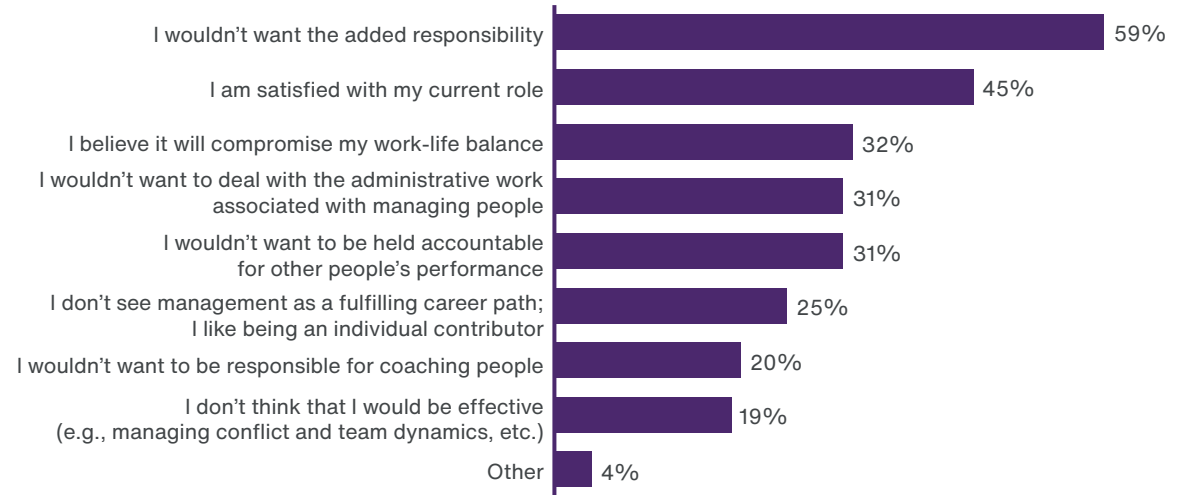


Workers not interested in managing people primarily want to avoid the additional responsibility.

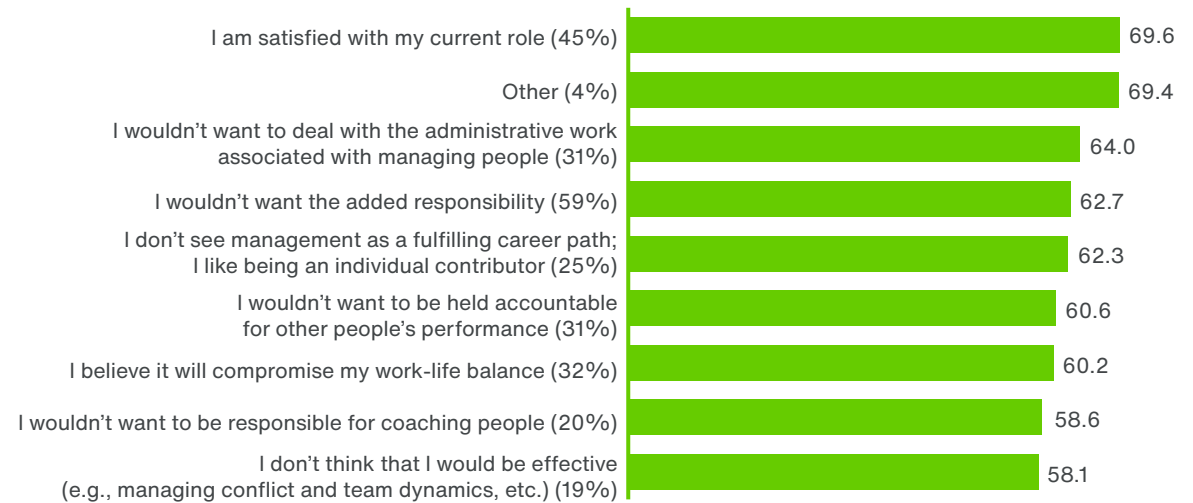
- Nearly three in five (59 per cent) do not want to manage people because they wouldn't want the added responsibility, 45 per cent are satisfied with their current role, 32 per cent believe it will compromise their work-life balance, 31 per cent wouldn't want to deal with administrative work associated with managing people, and 31 per cent wouldn't want to be held accountable for other people's performance
- The highest/best mental health score (69.6) is among 45 per cent of workers who are satisfied with their current role, more than six points higher than the national average (63.1)
- Workers under 40 are 80 per cent more likely than workers over 50 to be satisfied with their current role



Why would you not want to manage people?



MHI score by "Why would you not want to manage people?"



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. 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 August 2 and August 9, 2024.

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. The 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





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