



TELUS Mental Health Index.

Canada | July 2024

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What you need to know for July 2024.

Workers in Canada continue to face mental health declines; anxiety and isolation remain persistent challenges.

- At 63.3, the mental health of workers has declined from June
- 33 per cent of workers have a high mental health risk, 44 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 work productivity and isolation are unchanged or have declined from June
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years
- Mental health scores have improved in Alberta, Newfoundland and Labrador, whereas scores in other provinces have declined compared to June
- The mental health score of managers is higher than the score for non-managers
- Office workers have the highest mental health score, followed by service industry workers and labourers



Women are facing a widespread lack of preparedness, support, and information on perimenopause and menopause, impacting their mental health and wellbeing.

- 34 per cent of women workers are currently experiencing perimenopause or menopause
- 75 per cent of women did not feel informed and prepared as they entered perimenopause or menopause
- 59 per cent of women are dissatisfied with, or unsure about, the support and information provided by healthcare professionals on perimenopause or menopause
- 52 per cent of women do not believe or are unsure that there is enough accessible and reliable information available on perimenopause or menopause
- Women who did not feel informed and prepared for perimenopause or menopause are nearly three times more likely to lack optimism and are twice as likely to feel depressive symptoms
- Women who report that perimenopause or menopause has negatively impacted their cognitive function, energy, and sleep are more likely to feel anxious and less optimistic about their future
- Women (over 40) who are experiencing perimenopause or menopause are more than 50 per cent more likely to report feeling isolated



Workers who would recommend their organisation as a good place to work have a mental health score nearly 15 points higher than those who would not.

- 67 per cent are likely to recommend their organisation as a good place to work; 18 per cent are unsure, and 15 per cent would not
- Workers who are unlikely to recommend their organisation as a good place to work are nearly four times more likely to feel extremely burnt out
- 65 per cent of workers report that their manager supports their work-life balance; 19% are unsure, and 16 per cent disagree
- Workers who report that their manager does not support work-life balance are four times more likely to be extremely burnt out

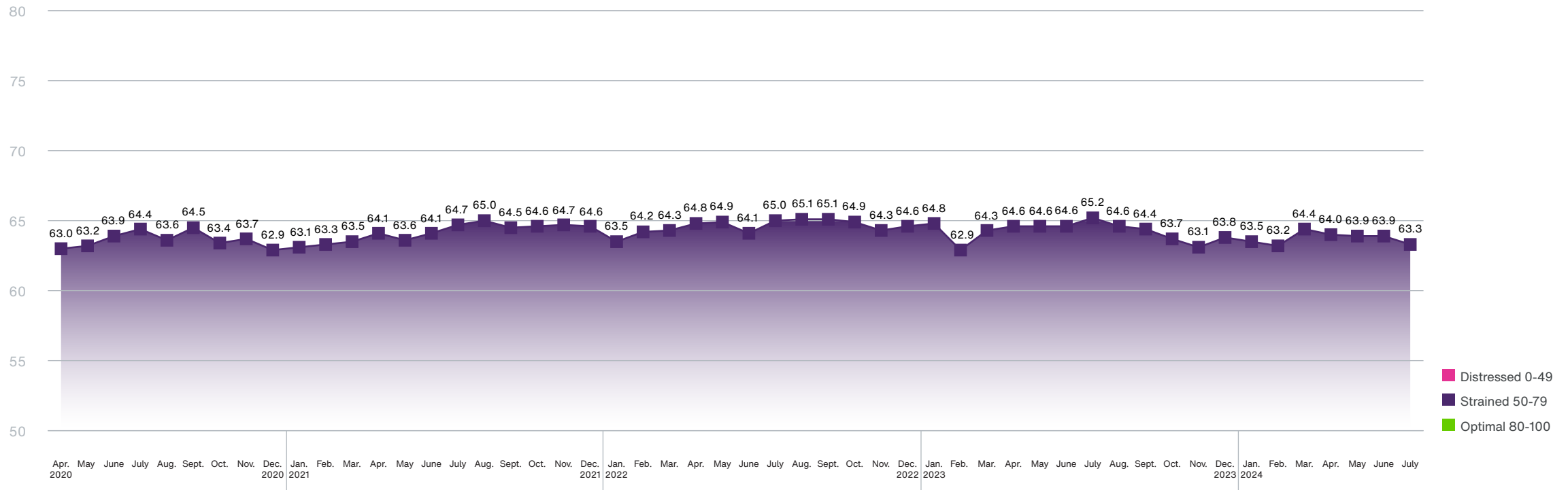
Workers say expert-led sessions focused on stress, mental, and physical health would be most beneficial.

- 47 per cent say that sessions focused on stress would be most beneficial
- 46 per cent say that sessions focused on mental health would be most beneficial
- 44 per cent say that sessions focused on physical health would be most beneficial
- 38 per cent say that sessions focused on soft skills would be most beneficial
- 37 per cent of workers report that their employer does not provide learning opportunities on mental health and wellbeing topics, and an additional 23 per cent are unsure; the mental health score of this group is seven points lower than those of workers whose employers offer such sessions
- In-person learning is preferable over virtual and self-directed modalities

The Mental Health Index.

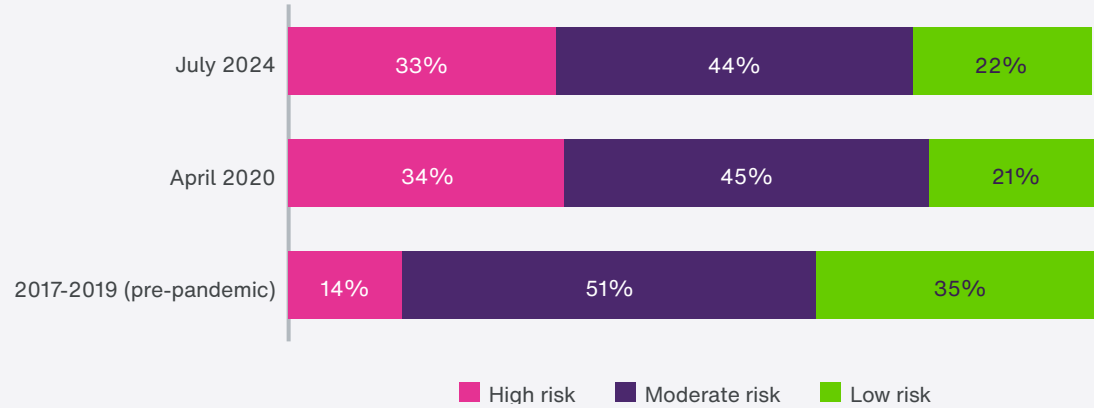
The overall Mental Health Index for July 2024 is 63.3. Following a noticeable improvement in March 2024, the mental health of workers in Canada has continuously declined through July 2024.

MHI Current Month July 2024	June 2024
63.3	63.9



Mental health risk.

In July 2024, 33 per cent of workers in Canada have a high mental health risk, 44 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 decreased 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 workers 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 (60.0), depression (61.9), work productivity (62.8), optimism (64.8), and financial risk (66.6) follow. General psychological health (71.3) continues to be the most favorable mental health measure in July 2024.

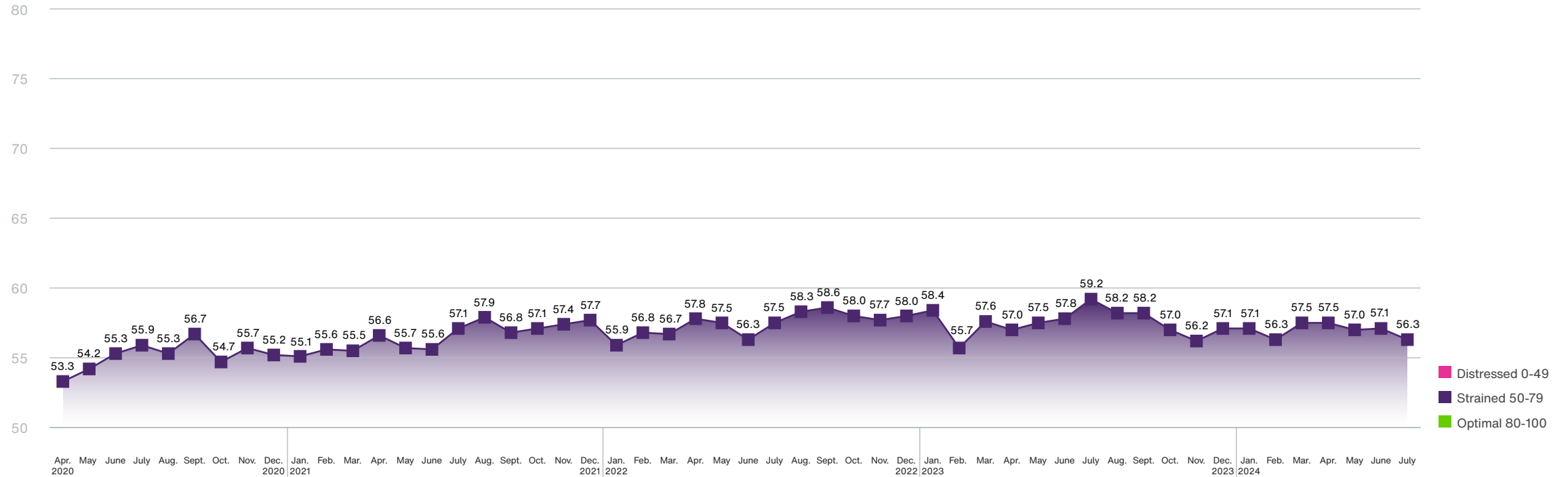
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores, apart from work productivity and isolation, are unchanged or have declined from June

Mental Health Index Sub-scores	July 2024	June 2024
Anxiety	56.3	57.1
Isolation	60.0	59.7
Depression	61.9	62.6
Work productivity	62.8	62.2
Optimism	64.8	65.7
Financial risk	66.6	67.7
Psychological health	71.3	71.3



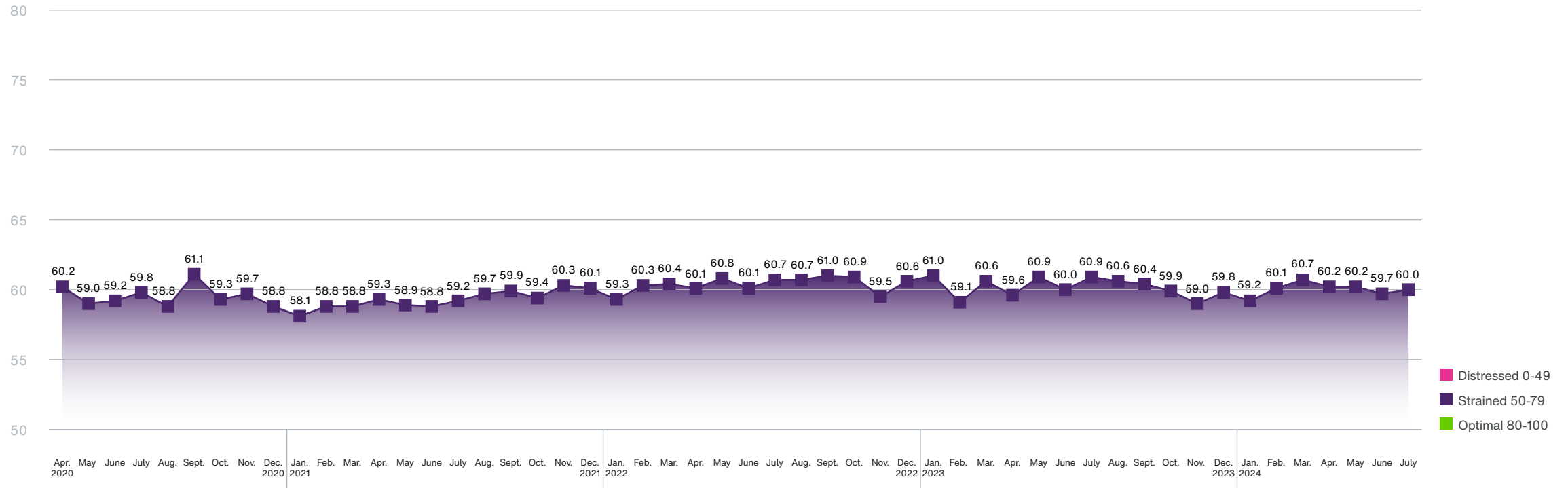
Anxiety

After peaking in July 2023, the anxiety score generally declined through May 2024. In July 2024, the anxiety sub-score has declined nearly one point from the previous month and remains the lowest of all mental health sub-scores for more than two years.



Isolation

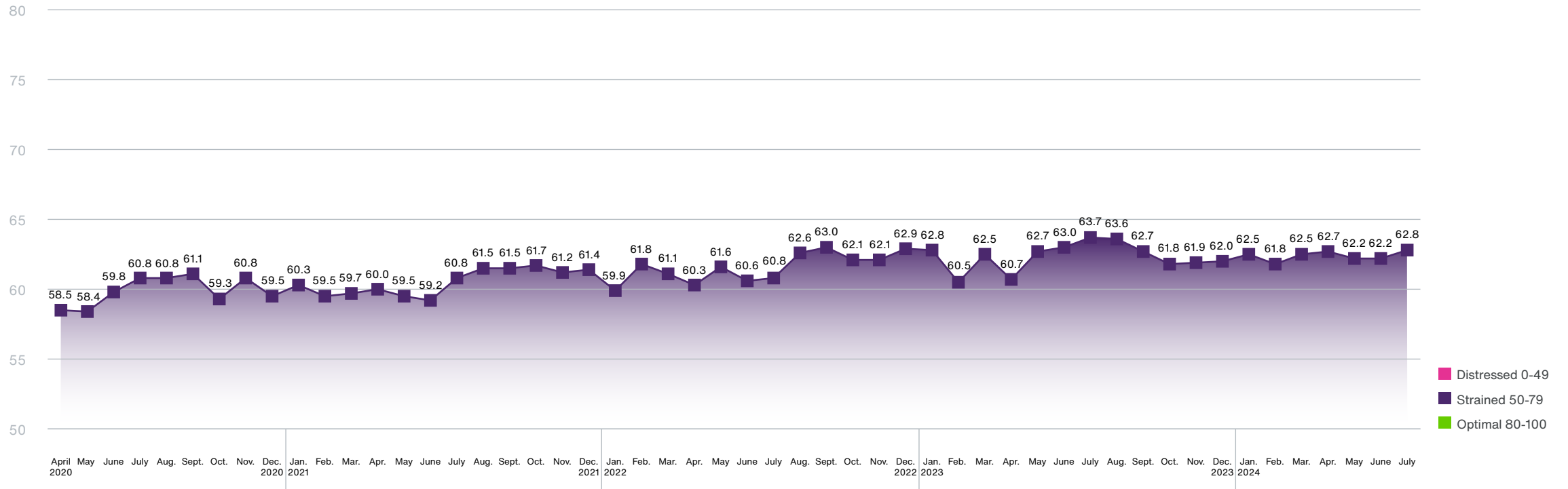
After falling to its lowest point in January 2021, the isolation sub-score gradually improved through September 2022. From November 2022 to January 2024, isolation scores fluctuated. In July 2024, the isolation score showed a modest improvement from the previous month but remains the second lowest mental health sub-score for more than two years.



Work productivity

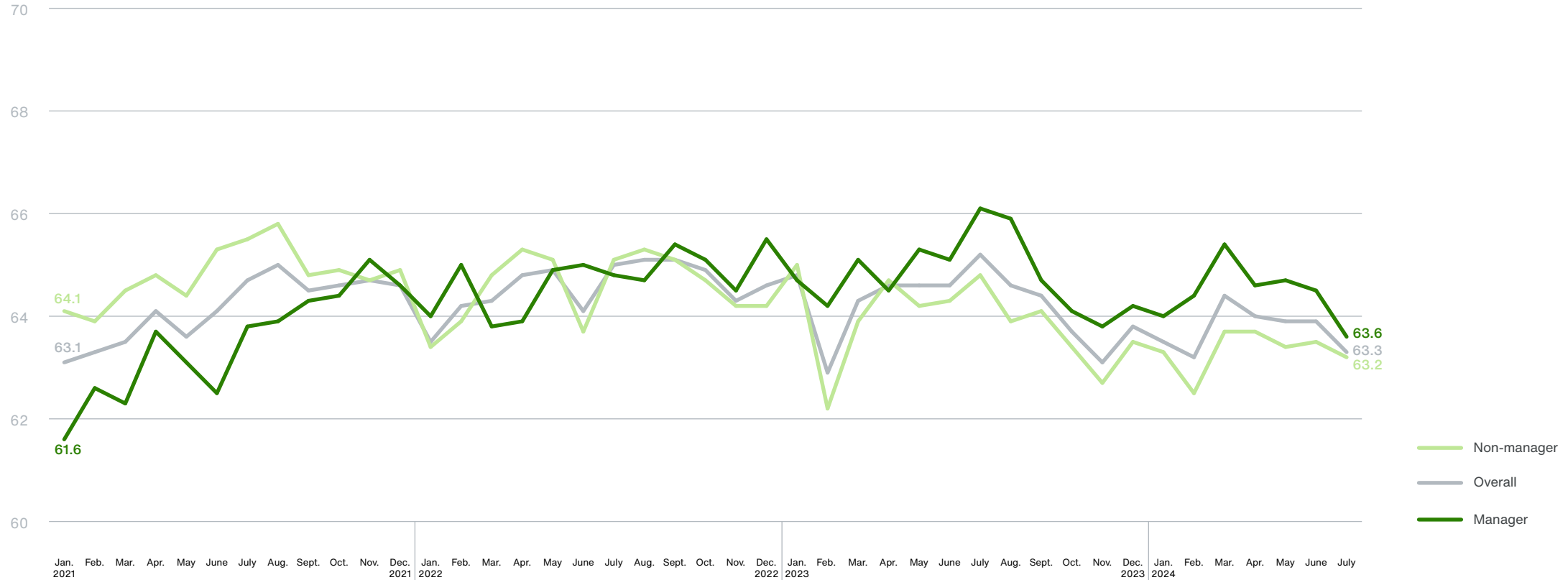
The work productivity sub-score measures the impact of mental health on work productivity and goals.

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 July 2024, the work productivity sub-score shows a modest improvement from the previous month.



Managers compared to non-managers.

From January to October 2021, the mental health scores of managers were lower than the scores of non-managers and lower than Canadian averages. Between November 2021 and January 2023, managers and non-managers reported similar mental health scores. However, in February 2023, a significant decline in the mental health scores of non-managers was observed, and since then, managers' scores have been higher than those of non-managers. In July 2024, the mental health score of managers has declined sharply but remains higher than 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 July 2024, the mental health score of women is 61.2 compared to (65.4) 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 (60.7) than workers without children (64.7)

Mental health by employment status.

- Overall, three per cent of respondents are unemployed¹ and nine per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (53.5), followed by workers reporting fewer hours than the last month (53.8), respondents not currently employed (63.6), and workers with no change to salary or hours (64.3)
- Labourers have a lower mental health score (62.1) than service industry (62.4) and office workers (64.1)
- Managers have a higher mental health score (63.6) than non-managers (63.2)
- Self-employed/sole proprietors have the highest mental health score (65.4)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (61.4)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (47.8) than the overall group (63.3). Workers with emergency savings have a mental health score of 69.4

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

The Mental Health Index by province.

In July 2024, the mental health scores in Newfoundland and Labrador, and Alberta have improved, while scores in other provinces have declined compared to June 2024.

- Despite a significant 1.8-point decline, Saskatchewan continues to have the highest mental health score (65.5) in July 2024
- The lowest mental health score continues to be in the Maritimes (60.8), down 1.1 points from June 2024



Province	July 2024	June 2024	Change
Newfoundland and Labrador	64.9	64.2	0.7
Alberta	63.4	62.7	0.7
Ontario	63.4	63.8	-0.4
British Columbia	63.9	64.3	-0.4
The Maritimes	60.8	61.9	-1.1
Quebec	62.7	64.3	-1.6
Saskatchewan	65.5	67.3	-1.8
Manitoba	64.2	66.8	-2.6

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	July 2024	June 2024
Employed (no change in hours/salary)	64.3	64.7
Employed (fewer hours compared to last month)	53.8	57.1
Employed (reduced salary compared to last month)	53.5	45.4
Not currently employed	63.6	63.5

Age group	July 2024	June 2024
Age 20-29	55.7	53.5
Age 30-39	57.5	57.4
Age 40-49	61.2	60.6
Age 50-59	64.7	66.0
Age 60-69	71.5	73.1

Number of children	July 2024	June 2024
No children in household	64.7	65.3
1 child	59.9	61.3
2 children	61.1	60.7
3 children or more	63.1	57.3

Gender	July 2024	June 2024
Men	65.4	66.8
Women	61.2	61.1

Household income/annum	July 2024	June 2024
<\$30K	52.8	54.4
\$30K to <\$60K	58.5	58.5
\$60K to <\$100K	61.8	63.1
\$100K to <\$150K	66.5	65.8
\$150K or more	69.8	71.5

Employer size	July 2024	June 2024
Self-employed/sole proprietor	65.4	67.1
2-50 employees	62.3	64.8
51-100 employees	61.5	60.5
101-500 employees	62.9	63.6
501-1,000 employees	61.4	61.7
1,001-5,000 employees	65.4	64.3
5,001-10,000 employees	62.5	62.2
More than 10,000 employees	65.2	65.0

Manager	July 2024	June 2024
Manager	63.6	64.5
Non-manager	63.2	63.5

Work environment	July 2024	June 2024
Labour	62.1	62.9
Office/desk	64.1	64.6
Service	62.4	62.9

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 Arts, Entertainment and Recreation (58.5), and Agriculture, Forestry, Fishing and Hunting (58.8).

Workers in Accommodation (71.8), Professional, Scientific and Technical Services (69.2), and Automotive Industry (68.6) have the highest mental health scores this month.



Industry	July 2024	June 2024	Change
Accommodation	71.8	63.2	8.6
Administrative and Support services	60.2	57.9	2.3
Other	63.5	61.6	1.9
Public Administration	68.3	66.8	1.5
Transportation	65.9	64.5	1.4
Manufacturing	66.7	65.7	1.0
Mining, Quarrying, and Oil and Gas Extraction	65.5	64.5	1.0
Real Estate, Rental and Leasing	64.1	64.1	0.0
Media and Telecommunications	61.6	61.6	0.0
Agriculture, Forestry, Fishing and Hunting	58.8	58.9	-0.1
Professional, Scientific and Technical Services	69.2	69.4	-0.2
Educational Services	65.1	65.5	-0.4
Construction	64.9	65.4	-0.5
Health Care and Social Assistance	59.9	60.5	-0.6
Finance and Insurance	63.0	64.6	-1.6
Retail Trade	61.0	62.6	-1.6
Information and Cultural Industries	62.2	63.9	-1.7
Food Services	57.2	59.7	-2.5
Arts, Entertainment and Recreation	58.5	61.1	-2.6
Warehousing	62.1	64.7	-2.6
Other services (except Public Administration)	63.0	66.1	-3.1
Technology	61.9	65.1	-3.2
Wholesale Trade	62.2	66.4	-4.2
Automotive Industry	68.6	73.8	-5.2
Utilities	58.9	66.3	-7.4

Spotlight

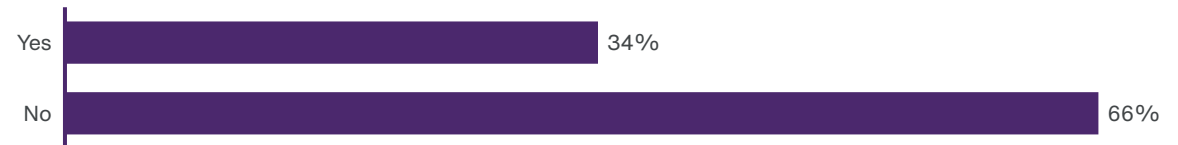
Perimenopause and menopause

More than one-third (34 per cent) of women in the workplace are experiencing perimenopause or menopause.

- 34 per cent of women in the workplace experiencing perimenopause or menopause have a mental health score (60.3) more than three points lower than the national average (63.3) and more than one point lower than women not experiencing perimenopause or menopause (61.7)
- Women over 40 who report experiencing perimenopause or menopause are more than 50 per cent more likely to report feeling isolated compared to women over 40 who are not experiencing perimenopause or menopause



Are you currently experiencing perimenopause or menopause?



MHI score by “Are you currently experiencing perimenopause or menopause?”



Three-quarters of women in the workplace report feeling somewhat or completely uninformed and prepared as they entered perimenopause or menopause.

- Nearly one-third (30 per cent) of women did not feel informed and prepared as they entered perimenopause or menopause; this group has the lowest/worst mental health score (49.4), more than 21 points lower than women who felt informed and prepared and nearly fourteen points lower than the national average (63.3)
- Women who did not feel informed and prepared as they entered perimenopause or menopause are nearly three times more likely to lack optimism about their future compared to women who reported feeling at least somewhat informed
- Women who did not feel informed and prepared as they entered perimenopause or menopause are twice as likely to feel depressive symptoms compared to women who reported feeling at least somewhat informed
- Women without children are 70 per cent more likely to have felt informed and prepared as they entered perimenopause or menopause compared to women with children
- One-quarter (25 per cent) of women felt informed and prepared as they entered perimenopause or menopause; this group has the highest/best mental health score (70.7), more than seven points higher than the national average (63.3)

Did you feel informed and prepared as you entered perimenopause or menopause?



MHI score by “Did you feel informed and prepared as you entered perimenopause or menopause?”

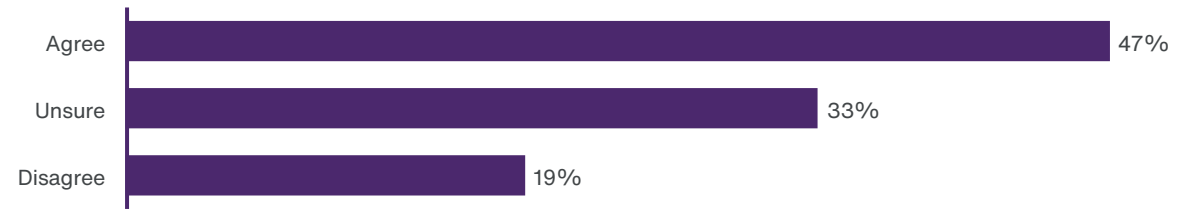


More than half (52 per cent) of women in the workplace do not believe or are unsure that there is enough accessible and reliable information available on perimenopause or menopause.

- The lowest/worst mental health score (53.2) is among 19 per cent of women who do not believe that there is enough accessible and reliable information available; this score is nearly 13 points lower than women who say that there is enough accessible and reliable information (65.8) and more than 10 points lower than the national average (63.3)
- Nearly half (47 per cent) agree that there is enough accessible and reliable information available on perimenopause or menopause; this group has the highest/best mental health score (65.8), more than two points higher than the national average (63.3)



There is enough accessible and reliable information available to me on perimenopause or menopause



MHI score by “There is enough accessible and reliable information available to me on perimenopause or menopause”

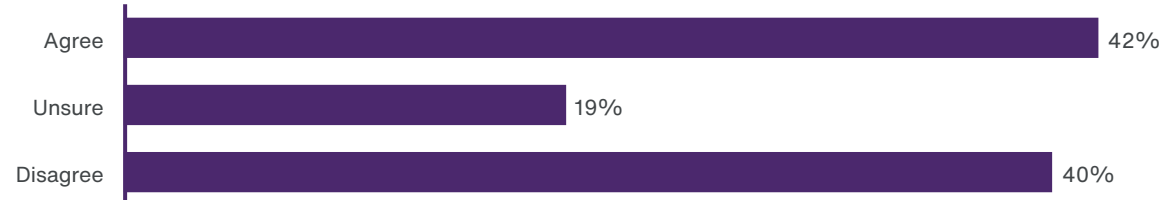


Nearly six in 10 women in the workplace are dissatisfied with, or unsure about, the support and information provided by healthcare professionals on perimenopause or menopause.

- The lowest mental health score (52.4) is among 40 per cent of women who are dissatisfied with the support and information provided by healthcare professionals on perimenopause or menopause; this score is nearly 16 points lower than women who are satisfied (67.9) and 11 points lower than the national average (63.3)
- More than two in five (42 per cent) are satisfied with the support and information provided by healthcare professionals on perimenopause or menopause; this group has the highest/best mental health score (67.9), nearly five points higher than the national average (63.3)



I am satisfied with the support and information on perimenopause or menopause that has been provided by healthcare professionals



MHI score by “I am satisfied with the support and information on perimenopause or menopause that has been provided by healthcare professionals”



Women in the workplace who report that perimenopause or menopause has negatively impacted their memory or cognitive function, experience poorer mental health, more anxiety, and less optimism about their future.

- Half (50 per cent) of women report that perimenopause or menopause has negatively impacted their memory or cognitive function; this group has a mental health score (55.2) more than 10 points lower than women who report that perimenopause or menopause has positive/no impact on their memory or cognitive function (65.3) and more than eight points lower than the national average (63.3)
- Women who report that perimenopause or menopause has negatively impacted their memory or cognitive function, are nearly twice as likely to lack optimism about their future compared to women who report a positive/no impact
- Women who report that perimenopause or menopause has negatively impacted their memory or cognitive function, are nearly twice as likely to feel symptoms of anxiety compared to women who report a positive/no impact
- 50 per cent of women who report that perimenopause or menopause has positive/no impact on their memory or cognitive function, have a mental health score (65.3) two points higher than the national average (63.3)



How has perimenopause or menopause impacted your memory or cognitive function?



MHI score by “How has perimenopause or menopause impacted your memory or cognitive function?”





Women in the workplace who report that perimenopause or menopause has negatively impacted their energy levels are more likely to feel anxious and less optimistic about their future.

- Nearly two-thirds (63 per cent) of women believe that perimenopause or menopause has negatively impacted their energy levels; this group has a mental health score (56.6) 10 points lower than women who report a positive/no impact (66.6), and nearly seven points lower than the national average (63.3)
- Women who report that perimenopause or menopause has negatively impacted their energy levels are two and a half times more likely to lack optimism about their future compared to women who report a positive/no impact
- Women who report that perimenopause or menopause has negatively impacted their energy levels are 50 per cent more likely to feel symptoms of anxiety compared to women who report a positive/no impact
- Nearly two in five (37 per cent) report that perimenopause or menopause has a positive/no impact on their energy levels; this group has a mental health score (66.6) more than three points higher than the national average (63.3)

How has perimenopause or menopause impacted your energy levels?



MHI score by “How has perimenopause or menopause impacted your energy levels?”

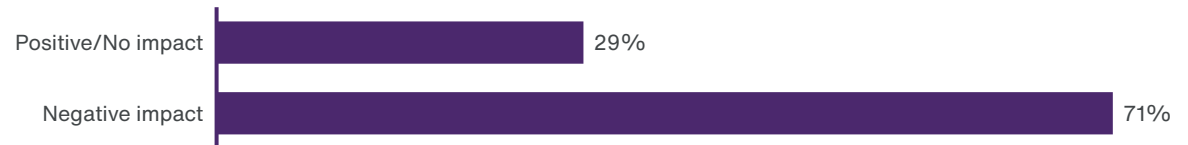


Women in the workplace who report that perimenopause or menopause has negatively impacted their sleep patterns experience poorer mental health and are less optimistic about their future.

- More than seven in ten (71 per cent) women report that perimenopause or menopause has negatively impacted their sleep patterns; this group has a mental health score (58.4) more than six points lower than women who report a positive/no impact (64.8), and nearly five points lower than the national average (63.3)
- Women who report that perimenopause or menopause has negatively impacted their sleep patterns are nearly twice as likely to lack optimism about their future compared to women who report a positive/no impact
- 29 per cent report that perimenopause or menopause has a positive/no impact on their sleep patterns; this group has a mental health score (64.8), modestly higher than the national average (63.3)



How has perimenopause or menopause impacted your sleep patterns?



MHI score by “How has perimenopause or menopause impacted your sleep patterns?”



Workplace learning

Six in 10 workers are unsure or say their employer does not offer learning opportunities on mental health and wellbeing topics.

- The lowest mental health score (60.2) is among 37 per cent of workers who report that their employer does not offer learning opportunities on mental health and wellbeing topics; this score is seven points lower than workers who report that their employer offers learning opportunities on mental health and wellbeing topics (67.2) and three points lower than the national average
- Workers with an annual household income greater than \$100,000 are 70 per cent more likely to report that their employer offers learning opportunities on mental health and wellbeing topics compared to workers with an annual household income of less than \$100,000
- Two in five (40 per cent) report that their employer offers learning opportunities on mental health and wellbeing topics; the mental health score of this group is the highest/best (67.2), four points higher than the national average (63.3)



Does your employer offer learning opportunities on mental health and wellbeing topics?



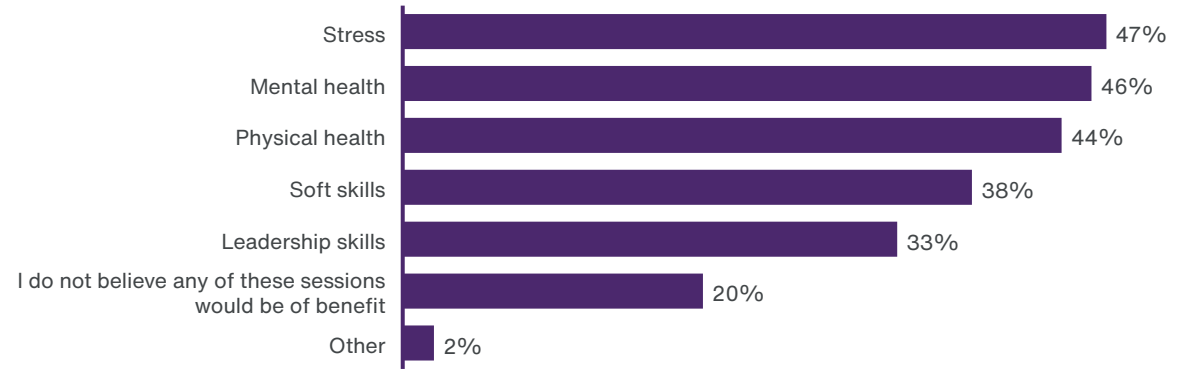
MHI score by “Does your employer offer learning opportunities on mental health and wellbeing topics?”



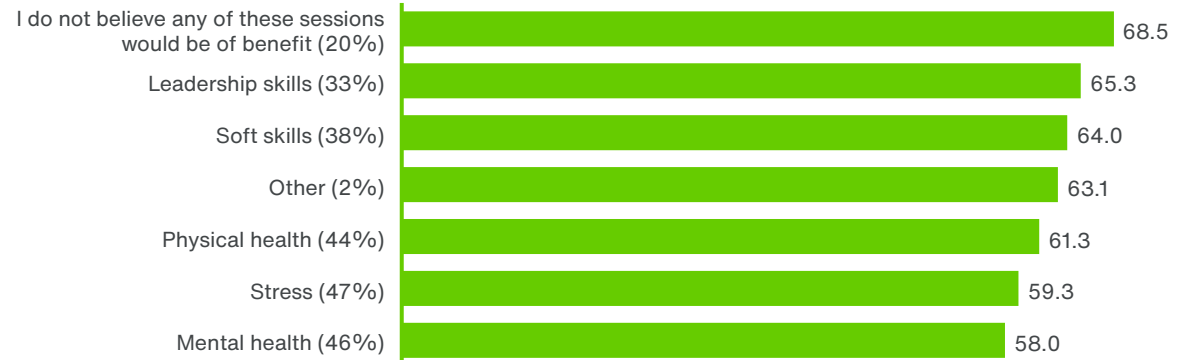
Workers say expert-led sessions focused on stress, mental, and physical health would be most beneficial.

- Nearly half (47 per cent) report that expert-led sessions focused on stress would be most beneficial, 46 per cent favour mental health sessions, 44 per cent report favour physical health sessions, 38 per cent favour sessions focused on soft skills, and 33 per cent report that leadership skills sessions would be most beneficial
- The lowest/worst mental health score (58.0) is among 46 per cent of workers who report that sessions focused on mental health would be of greatest benefit, more than five points lower than the national average (63.3)
- Non-managers are nearly two and a half times more likely than managers to report that none of the sessions would be of benefit
- Workers over 50 are more than twice as likely as workers under 40 to report that none of the sessions would be of benefit

Which of the following employer-sponsored expert-led sessions (virtual or in-person) do you believe would benefit you?



MHI score by “Which of the following employer-sponsored expert-led sessions (virtual or in-person) do you believe would benefit you?”

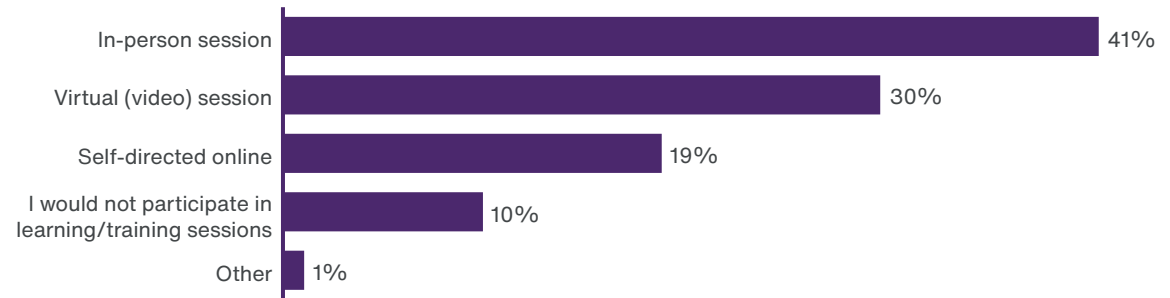


In-person learning is preferable over virtual and self-directed modalities.

- More than two in five (41 per cent) workers would prefer in-person learning sessions, 30 per cent would prefer virtual (video) sessions, and 19 per cent would prefer self-directed online learning sessions
- Non-managers are twice as likely as managers to report that they would not participate in learning/training sessions
- Workers over 50 are twice as likely as workers under 40 to report that they would not participate in learning/training sessions
- Non-parents are more than twice as likely as parents to report that they would not participate in learning/training sessions



How would you prefer to participate in employer-sponsored learning/training sessions?



MHI score by “How would you prefer to participate in employer-sponsored learning/training sessions?”



Workplace culture

Two-thirds (67 per cent) of workers likely to recommend their organisation as a good place to work have a mental health score nearly 15 points higher than workers who are unlikely to make such a recommendation.

- The lowest/worst mental health score (52.8) is among 15 per cent of workers who are unlikely to recommend their organisation as a good place to work; this score is nearly 15 points lower than workers who are likely to make this recommendation (67.4) and more than 10 points lower than the national average (63.3)
- Non-managers are 50 per cent more likely than managers to be unwilling to recommend their organisation as a good place to work



How likely are you to recommend your organisation as a good place to work?



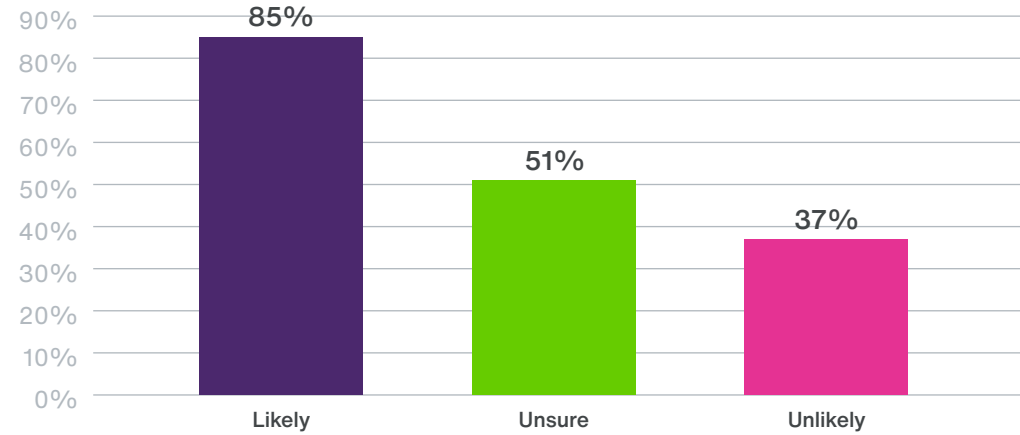
MHI score by “How likely are you to recommend your organisation as a good place to work?”



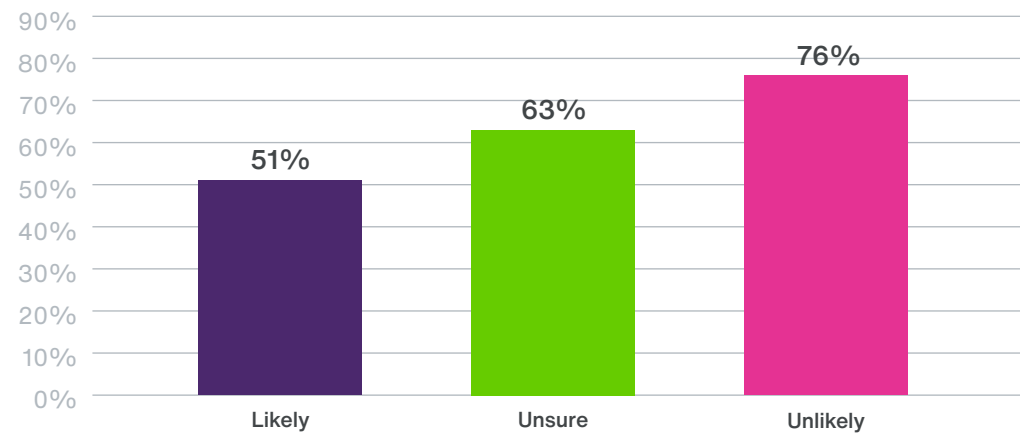
- Workers who are unlikely to recommend their organisation as a good place to work are nearly four times more likely to feel extremely burnt out compared to workers who would make such a recommendation
- Workers who are likely to recommend their organisation as a good place to work are more likely to believe that they have a future with their employer



Percentage of workers who believe they have a future with their employer by “Likelihood to recommend the organisation as a good place to work”



Percentage of workers who report feeling somewhat or extremely burnt out by “Likelihood to recommend the organisation as a good place to work”



Nearly two-thirds of workers report that their manager supports their work-life balance.

- The highest/best mental health score (67.9) is among 65 per cent who report that their manager supports work-life balance; this score is 16 points higher than the score of 16 per cent of workers who disagree (52.0) and nearly five points higher than the national average (63.3)
- Workers with an annual household income of less than \$100,000 are 40 per cent more likely than workers with an annual household income greater than \$100,000 to report that their manager does not support work-life balance



My work-life balance is supported by my manager



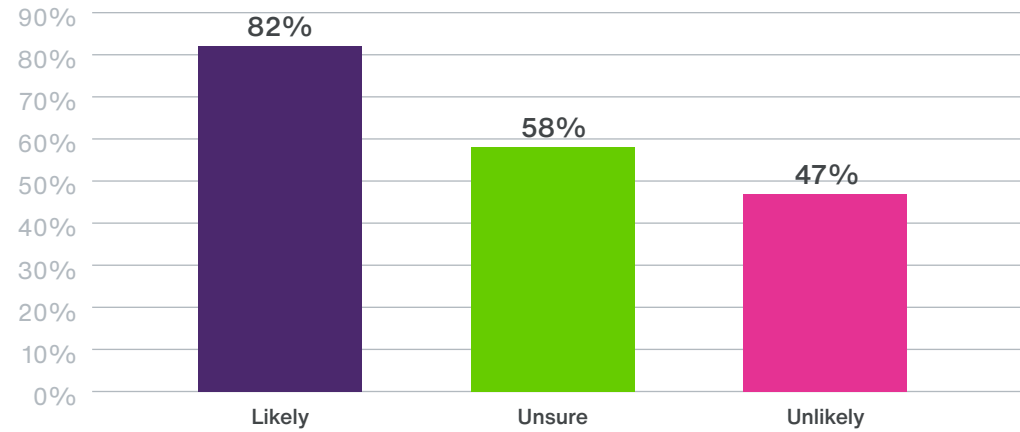
MHI score by “My work-life balance is supported by my manager”



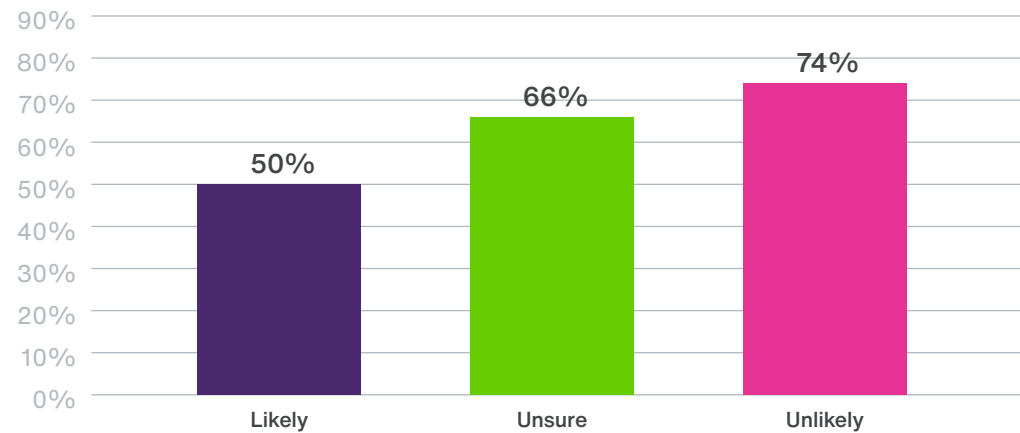
- Workers who report that their manager supports their work-life balance are more likely to believe they have a future with their employer
- Workers who report that their manager does not support their work-life balance are four times more likely to feel extremely burnt compared to workers who feel supported



Percentage of workers who believe they have a future with their employer by “My work-life balance is supported by my employer”



Percentage of workers who report feeling somewhat or extremely burnt out by “My work-life balance is supported by my employer”



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. 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 July 10 and July 19, 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.

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