



TELUS Mental Health Index.

Canada | June 2024

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What you need to know for June 2024.



Canadian workers' high mental health risk remains unchanged four years post-pandemic.

- At 63.9, the mental health of workers is unchanged from the prior month
- 34 per cent of workers have a high mental health risk, 43 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk
- All mental health sub-scores, apart from optimism and isolation, are unchanged or have improved from May
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- Mental health scores have improved in Quebec, Saskatchewan, British Columbia, and Manitoba, whereas scores in other provinces have declined or are unchanged compared to May
- The mental health score of managers has declined modestly yet remains higher than the score for non-managers
- Office workers have the highest mental health score; labourers and service industry workers have lower and equal mental health scores

58 per cent say that work hours is the most important aspect of flexible work; 41 per cent say that the work location is most important.

- 71 per cent of workers say that flexibility is very important in determining their job satisfaction
- Respondents working full-time at the workplace are nearly three times more likely to say that flexible hours are more important than flexible location
- 63 per cent of workers are satisfied with their hybrid work arrangement; this group has a mental health score 16 points higher than 11 per cent of dissatisfied workers
- Workers under 40 are more likely to be dissatisfied with their hybrid work situation
- 31 per cent of hybrid workers say that flexible scheduling would most improve their work situation
- 30 per cent of hybrid workers say that the ability to work remotely when needed would most improve their work situation
- More collaboration and better technology were cited by 11 per cent each
- 58 per cent of workers don't want to go to the workplace because of the commute (time and cost), 45 per cent prefer their own space, 42 per cent want to minimize their morning routine, 36 per cent prefer a quiet/focused environment, and 31 per cent report that distractions/interruptions keep them from wanting to go to the workplace
- There is no difference in the mental health scores of respondents working full-time at the workplace and respondents working hybrid arrangements; the mental health score for respondents working full-time from home is one point lower



Younger workers are more likely to cite a lack of work-life balance as the top contributor to poor wellbeing at work.

- 40 per cent say that work-life balance best supports their wellbeing at work, 18 per cent report that access to health benefits is the best support, 13 per cent report that having a sense of purpose is the best support, 11 per cent report that positive workplace relationships best support their wellbeing at work
- 29 per cent say that volume of work contributes the most to poor wellbeing at work, 15 per cent report that a lack of flexibility/limited work-life balance contributes most to poor wellbeing at work, 15 per cent report that conflict or challenging workplace relationships contribute most to poor wellbeing at work, and 14 per cent report that poor workplace culture contributes the most to poor wellbeing at work
- When asked what would be most helpful for workers to end their day with energy for other things in life, 27 per cent say that setting boundaries between work and life would be most helpful, 18 per cent report that prioritizing self-care would be most helpful, 16 per cent report that sharing responsibilities/delegating tasks would be most helpful, 13 per cent report that agreement on, or better understanding of work priorities would be most helpful, and 12 per cent report that open communication with colleagues and leaders would be most helpful

Nearly half of workers worried about their weight have significantly lower mental health scores.

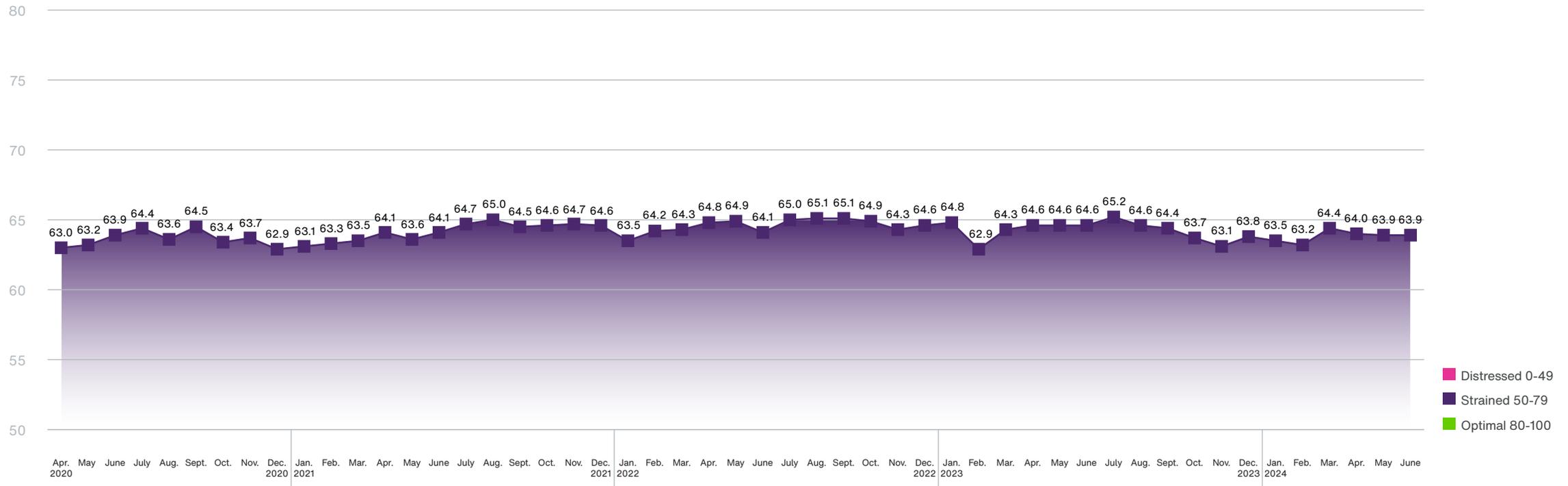
- 46 per cent of workers concerned about their weight have a mental health score 10 points lower than workers who are not concerned about their weight
- 63 per cent of workers concerned about their weight are interested in a weight management program
- Among workers interested in a weight management program, 62 per cent are interested in physical activity plans and tracking, 56 per cent are interested in meal plans and recipes, 52 per cent are interested in nutrition education, 32 per cent are interested in psychological support/coaching/counselling, and 27 per cent are interested in medication

The Mental Health Index.

MHI Current Month June 2024	May 2024
63.9	63.9

The overall Mental Health Index for June 2024 is 63.9.

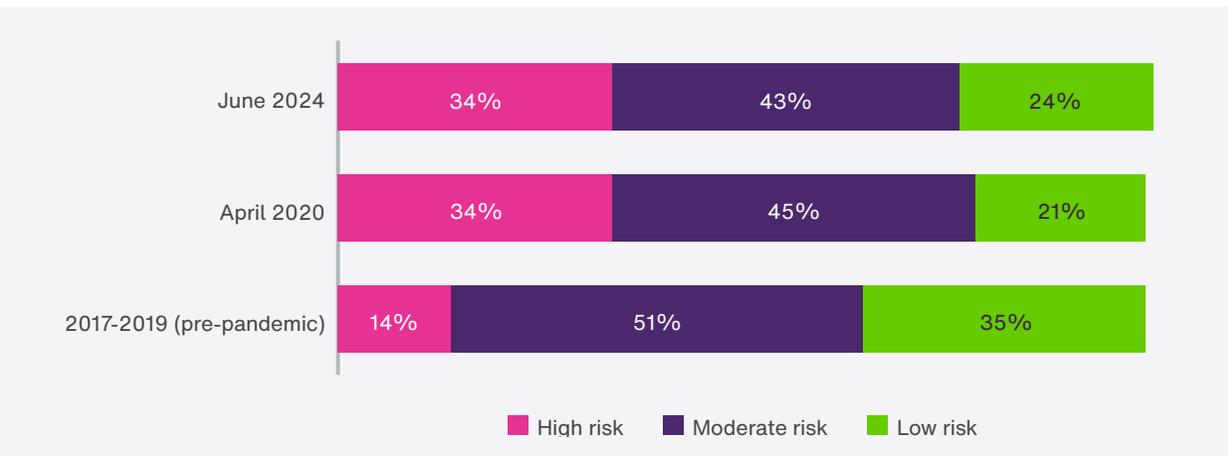
The mental health score of workers in Canada is unchanged from the prior month.





Mental health risk.

In June 2024, 34 per cent of workers in Canada have a high mental health risk, 43 per cent have a moderate mental health risk, and 24 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 is unchanged.



Approximately 30 per cent of people 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 (57.1). Isolation (59.7), work productivity (62.2), depression (62.6), optimism (65.7), and financial risk (67.7) follow. General psychological health (71.3) continues to be the most favourable mental health measure in June 2024.

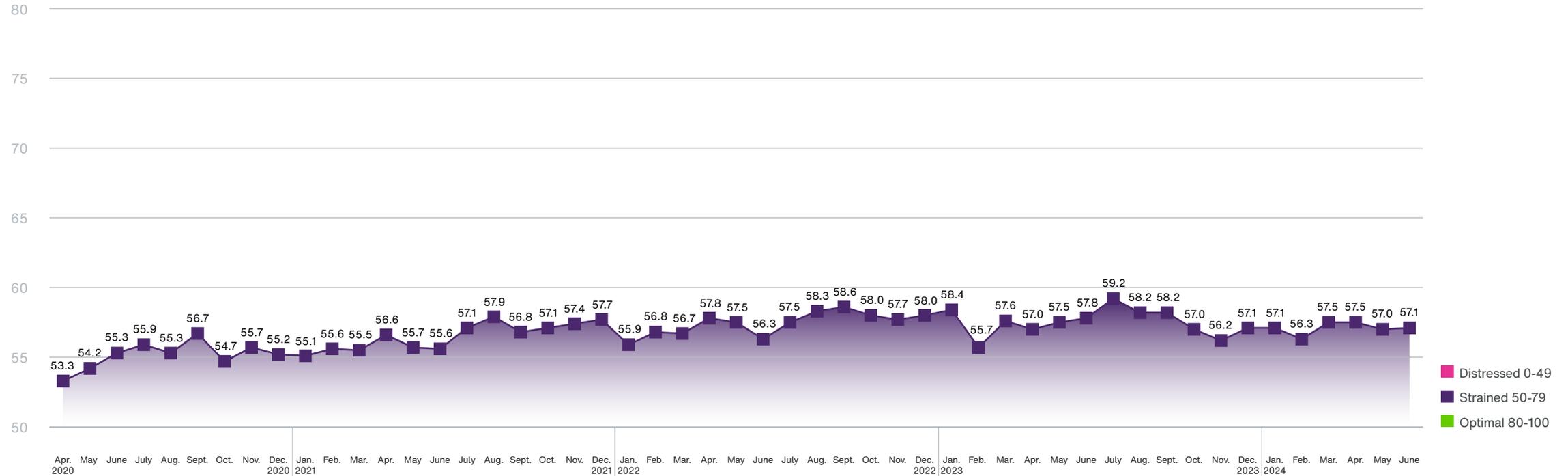
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores, apart from optimism and isolation, are unchanged or have improved from May

Mental Health Index Sub-scores	June 2024	May 2024
Anxiety	57.1	57.0
Isolation	59.7	60.2
Work productivity	62.2	62.2
Depression	62.6	62.5
Optimism	65.7	66.0
Financial risk	67.7	67.4
Psychological health	71.3	71.2



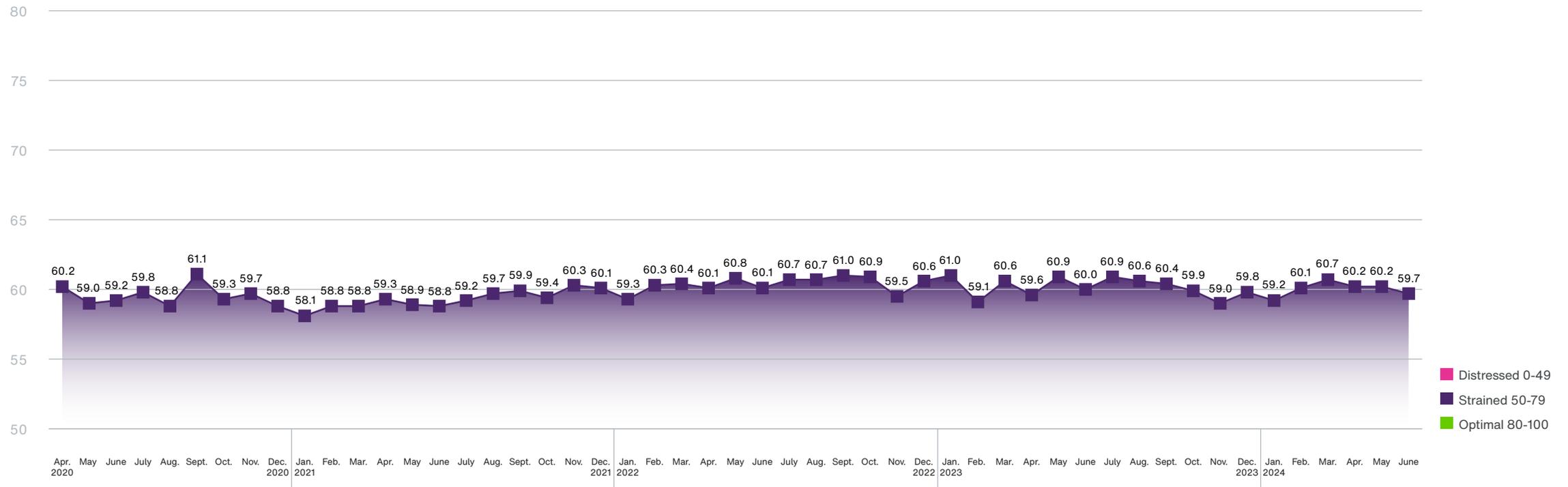
Anxiety

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



Isolation

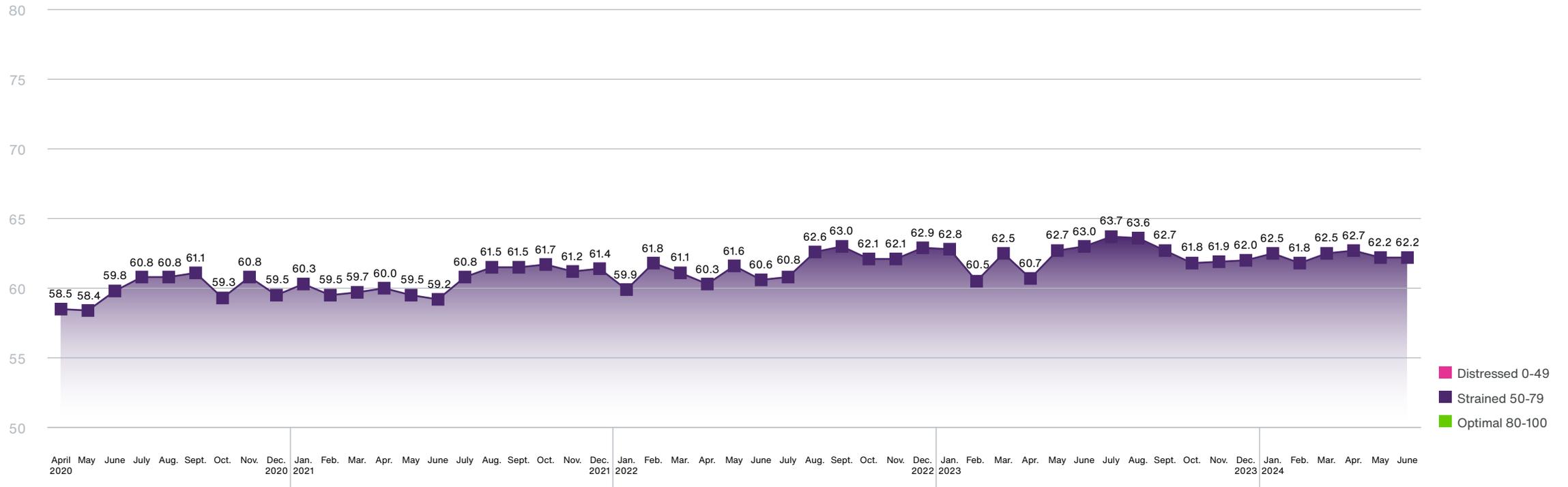
After dropping to its lowest point in January 2021, the isolation sub-score gradually improved through September 2022. From November 2022 to January 2024, isolation scores have fluctuated. In June 2024, the isolation score continues to decline and is the second lowest mental health sub-score for more than two years.



Work productivity

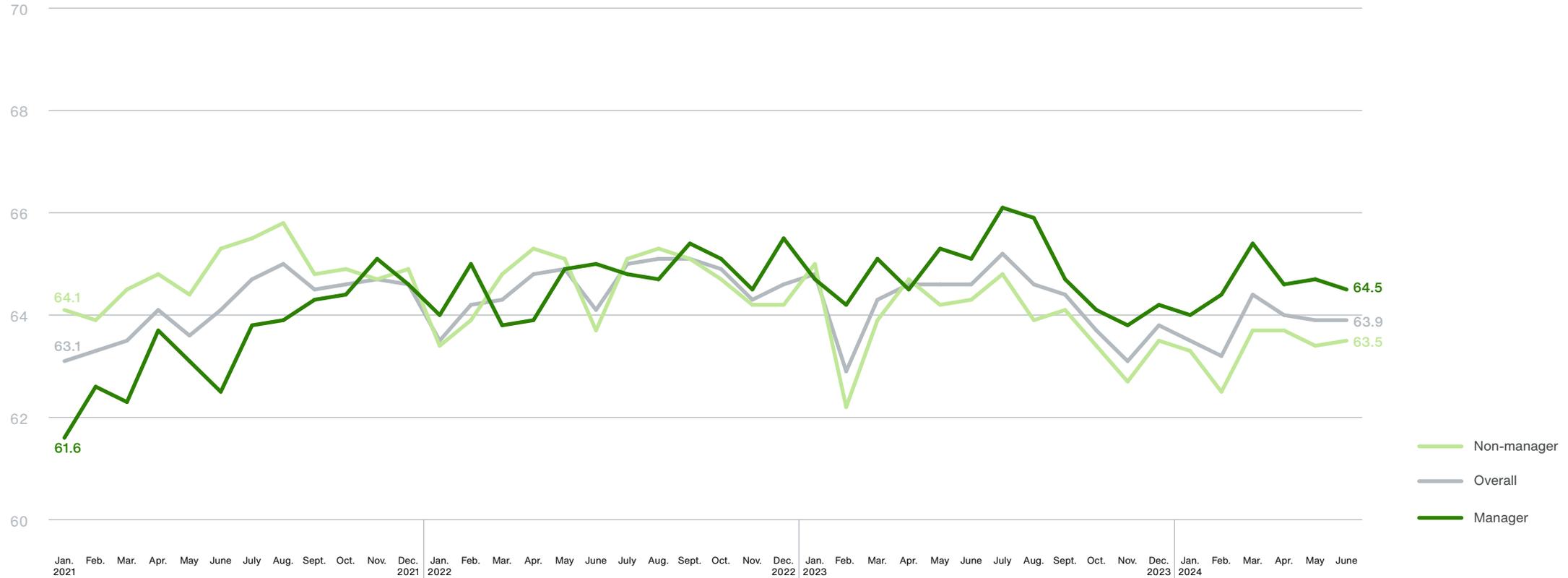
The work productivity sub-score measures the impact of mental health on work productivity and goals.

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 reaching its peak in July 2023, the work productivity score declined through February 2024. In June 2024, the work productivity sub-score is unchanged from the prior 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. From November 2021 to 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 the scores of managers have been higher than the scores of non-managers since that time. In June 2024, the mental health score of managers has declined modestly, yet remains higher than the score for 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 June 2024, the mental health score of women is 61.1 compared to 66.8 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 (65.3)

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 when compared to the prior month have the lowest mental health score (45.4), followed by workers reporting fewer hours than the prior month (57.1), respondents not currently employed (63.5), and workers with no change to salary or hours (64.7)
- Office workers have the highest mental health score (64.6); labourers and service industry workers have lower and equal mental health scores (62.9) in June
- Managers have a higher mental health score (64.5) than non-managers (63.5)
- Self-employed/sole proprietors have the highest mental health score (67.1)
- Respondents working for companies with 51-100 employees have the lowest mental health score (60.5)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (48.7) than the overall group (63.9). Workers with emergency savings have a mental health score of 70.0

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

The Mental Health Index by province.

In June 2024, the mental health scores in Quebec, Saskatchewan, British Columbia, and Manitoba improved while scores in other provinces have declined or are unchanged compared to May 2024.

- The mental health score in Quebec improved 1.5 points from May 2024
- With a modest 0.9-point increase, Saskatchewan has the highest mental health score (67.3) in June 2024
- The lowest mental health score is in the Maritimes (61.9), down 1.2 points from May 2024

Province	June 2024	May 2024	Change
Quebec	64.3	62.8	1.5
Saskatchewan	67.3	66.4	0.9
British Columbia	64.3	63.4	0.9
Manitoba	66.8	66.4	0.4
Newfoundland and Labrador	64.2	64.2	0.0
Ontario	63.8	64.2	-0.4
Alberta	62.7	63.1	-0.4
The Maritimes	61.9	63.1	-1.2

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	June 2024	May 2024
Employed (no change in hours/salary)	64.7	64.9
Employed (fewer hours compared to last month)	57.1	54.0
Employed (reduced salary compared to last month)	45.4	53.4
Not currently employed	63.5	60.7

Age group	June 2024	May 2024
Age 20-29	53.5	54.2
Age 30-39	57.4	57.7
Age 40-49	60.6	62.0
Age 50-59	66.0	65.4
Age 60-69	73.1	72.6

Number of children	June 2024	May 2024
No children in household	65.3	65.1
1 child	61.3	62.0
2 children	60.7	61.2
3 children or more	57.3	58.1

Gender	June 2024	May 2024
Men	66.8	66.3
Women	61.1	61.7

Household income/annum	June 2024	May 2024
<\$30K	54.4	52.8
\$30K to <\$60K	58.5	59.7
\$60K to <\$100K	63.1	62.9
\$100K to <\$150K	65.8	67.3
\$150K or more	71.5	69.2

Employer size	June 2024	May 2024
Self-employed/sole proprietor	67.1	64.8
2-50 employees	64.8	63.9
51-100 employees	60.5	61.6
101-500 employees	63.6	63.9
501-1,000 employees	61.7	63.9
1,001-5,000 employees	64.3	65.1
5,001-10,000 employees	62.2	62.4
More than 10,000 employees	65.0	65.3

Manager	June 2024	May 2024
Manager	64.5	64.7
Non-manager	63.5	63.4

Work environment	June 2024	May 2024
Labour	62.9	62.5
Office/desk	64.6	64.6
Service	62.9	63.6

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

The Mental Health Index by industry.

Workers in Administrative and Support services have the lowest mental health score (57.9), followed by workers in Agriculture, Forestry, Fishing and Hunting (58.9), and Food Services (59.7).

Workers in the Automotive Industry (73.8), Professional, Scientific, and Technical Services (69.4), and Public Administration (66.8) have the highest mental health scores this month.



Industry	June 2024	May 2024	Change
Automotive Industry	73.8	69.2	4.6
Wholesale Trade	66.4	62.0	4.4
Utilities	66.3	64.0	2.3
Technology	65.1	63.0	2.1
Arts, Entertainment and Recreation	61.1	59.5	1.6
Finance and Insurance	64.6	63.0	1.6
Professional, Scientific and Technical Services	69.4	68.1	1.3
Food Services	59.7	58.4	1.3
Construction	65.4	64.2	1.2
Agriculture, Forestry, Fishing and Hunting	58.9	58.2	0.7
Warehousing	64.7	64.1	0.6
Transportation	64.5	63.9	0.6
Real Estate, Rental and Leasing	64.1	64.0	0.1
Educational Services	65.5	65.5	0.0
Other services (except Public Administration)	66.1	66.1	0.0
Retail Trade	62.6	62.7	-0.1
Information and Cultural Industries	63.9	64.6	-0.7
Media and Telecommunications	61.6	62.6	-1.0
Health Care and Social Assistance	60.5	61.7	-1.2
Public Administration	66.8	68.0	-1.2
Accommodation	63.2	64.7	-1.5
Administrative and Support services	57.9	59.8	-1.9
Manufacturing	65.7	67.7	-2.0
Other	61.6	63.6	-2.0
Mining, Quarrying, and Oil and Gas Extraction	64.5	69.1	-4.6

Spotlight

Flexible work

More than one-third (35 per cent) of workers are working a hybrid job.

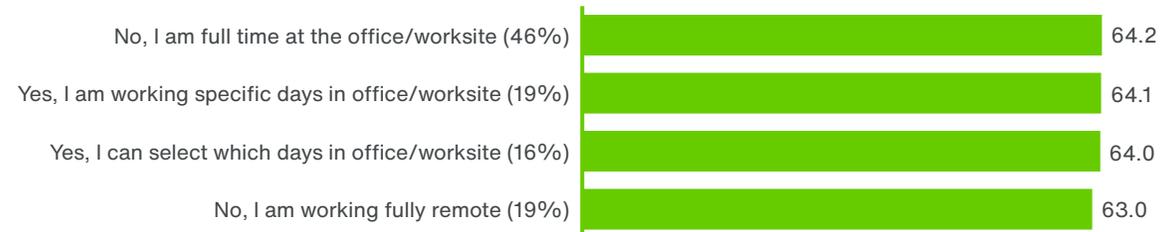
- Nearly half (46 per cent) are working full-time at the office/worksites and 19 per cent are working fully remote
- Among workers in a hybrid job, 19 per cent work specific days in the office/worksites, and 16 per cent select the days they work in the office/worksites
- There are no statistically significant differences in the mental health scores of workers full-time in the office/worksites, fully remote workers, and hybrid workers
- Managers are 70 per cent more likely than non-managers to report they can select the days they work in the office/worksites



Are you working a hybrid job?



MHI score by “Are you working a hybrid job?”

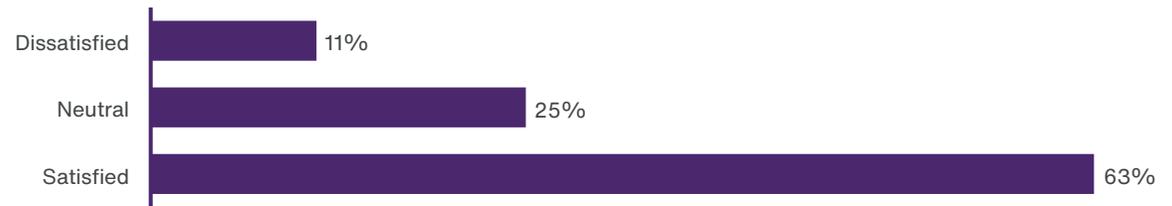


Workers dissatisfied with their current hybrid work arrangement have a mental health score 16 points lower than workers who are satisfied and 12 points lower than the national average.

- 63 per cent of hybrid workers are satisfied with their current work arrangement; this group has the highest/best mental health score (68.2), more than four points higher than the national average (63.9)
- More than one in ten (11 per cent) are dissatisfied with their current hybrid work arrangement; this group has the lowest/worst mental health score (52.3), 16 points lower than workers who are satisfied and nearly 12 points lower than the national average (63.9)
- Workers under 40 are more than twice as likely as workers over 50 to be dissatisfied with their current hybrid work arrangement



How satisfied are you with your current hybrid work arrangement?



MHI score by “How satisfied are you with your current hybrid work arrangement?”

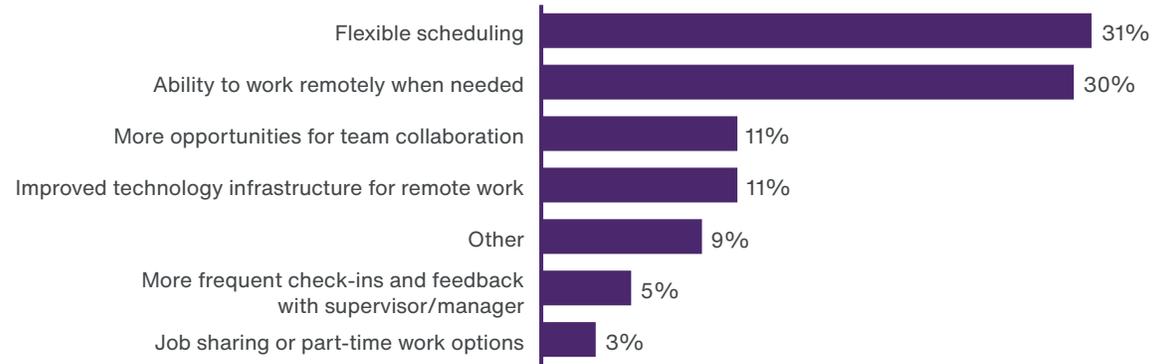


Flexible scheduling and the ability to work remotely when needed are factors that would most improve the hybrid work situation.

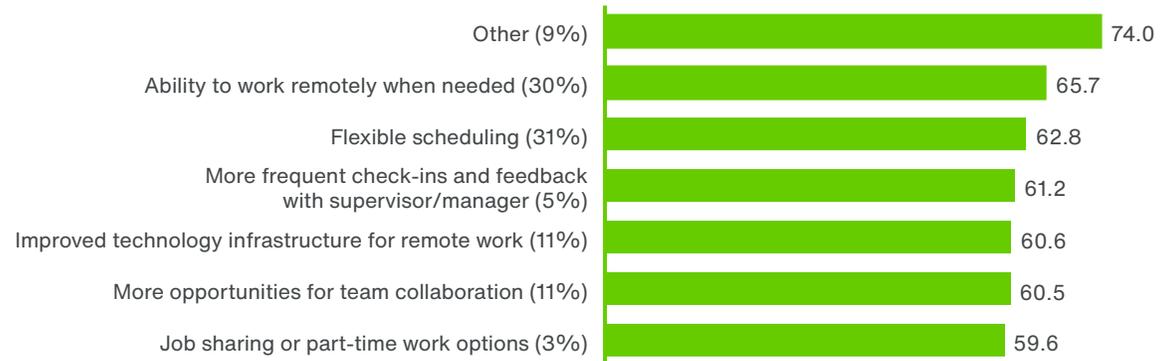
- 31 per cent of hybrid workers report that flexible scheduling would most improve their work situation and 30 per cent want the ability to work remotely when needed
- The mental health score of 30 per cent of workers who want the ability to work remotely when needed (65.7) is nearly two-points higher than the national average (63.9)
- Managers are nearly twice as likely as non-managers to want more opportunities for team collaboration



What would most improve your hybrid work situation?



MHI score by “What would most improve your hybrid work situation?”

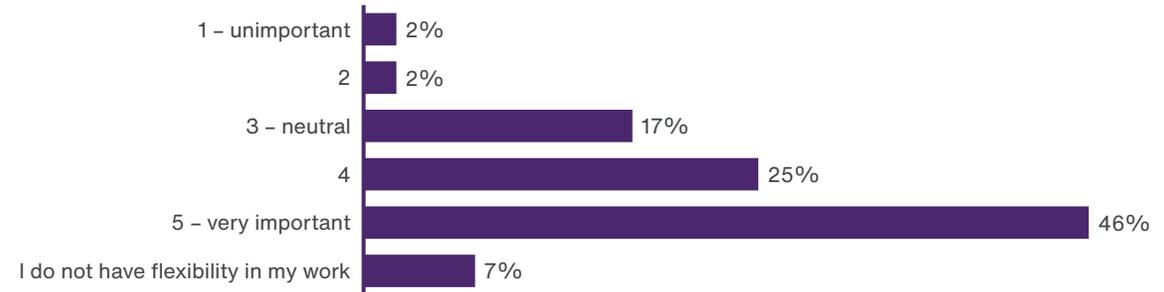


Nearly half (46 per cent) of workers say that flexibility is very important in determining their job satisfaction.

- More than seven in ten (71 per cent) report that flexibility is important (4) to very important (5) in determining their job satisfaction; the mental health score of this group is modestly higher than the national average (63.9)
- Seven per cent do not have flexibility in their work; the mental health score of this group (61.3) is nearly three points lower than the national average (63.9)



MHI score by “How important is flexibility in determining your job satisfaction?”



MHI score by “How important is flexibility in determining your job satisfaction?”

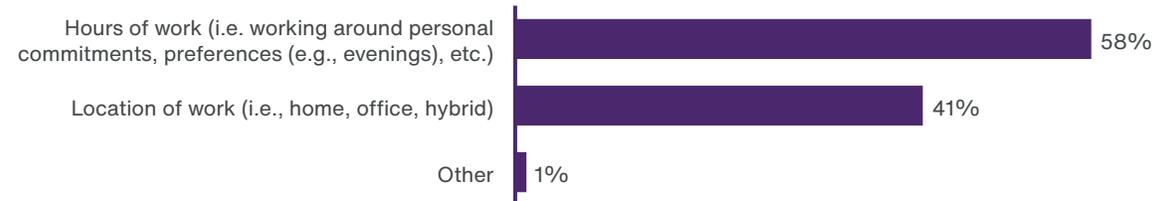


Hours of work is the most important aspect of flexible work.

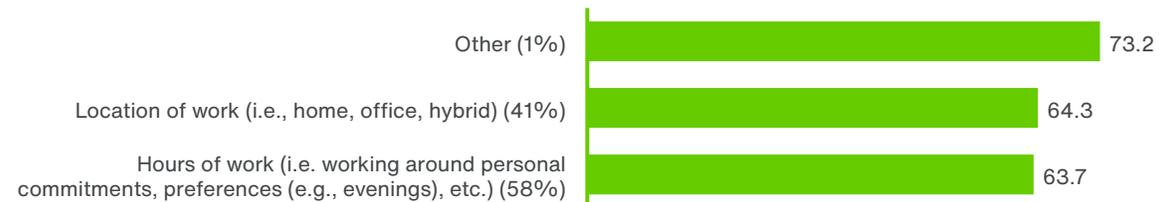
- 58 per cent report that hours of work is the most important aspect of flexible work, and 41 per cent report that the location of work is most important
- Respondents working full-time at the office/worksites are nearly three times more likely to report that flexible hours are more important than flexible location



Which aspect of flexible work is most important to you?



MHI score by “Which aspect of flexible work is most important to you?”

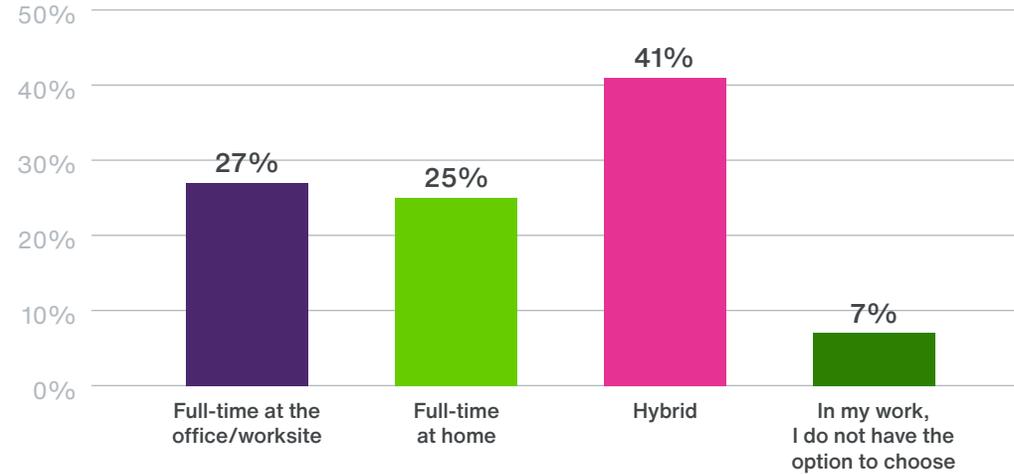


Workers who have flexibility at work were asked where they want to work.

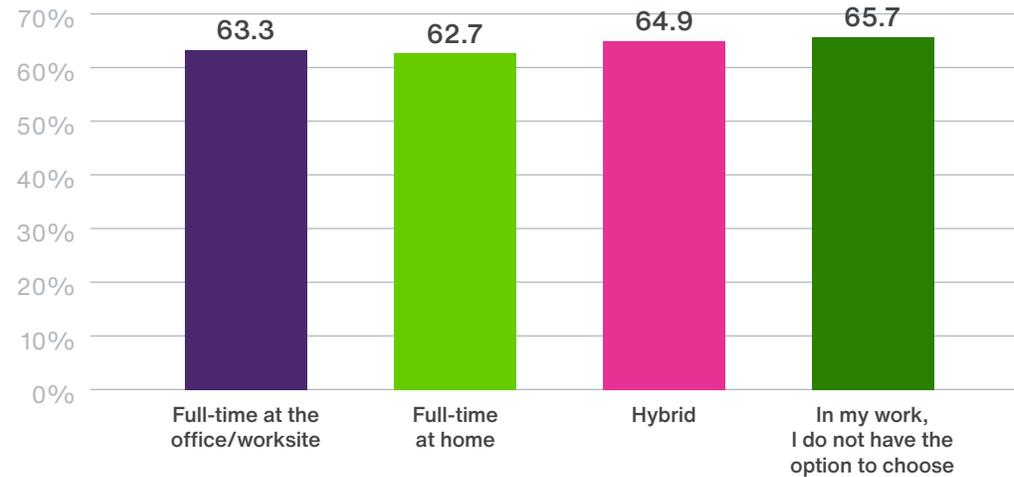
- Among respondents working specific days at the office/ worksite, 41 per cent want to work a hybrid model (combination of home and worksite), 27 per cent want to work full-time at the office/worksite, 25 per cent want to work full-time at home, and seven per cent do not have the option to choose
- Non-managers, non-parents, and workers over 50 are more likely than their counterparts to not have the option to choose their work location



Preferences among respondents working specific days at the office/worksite



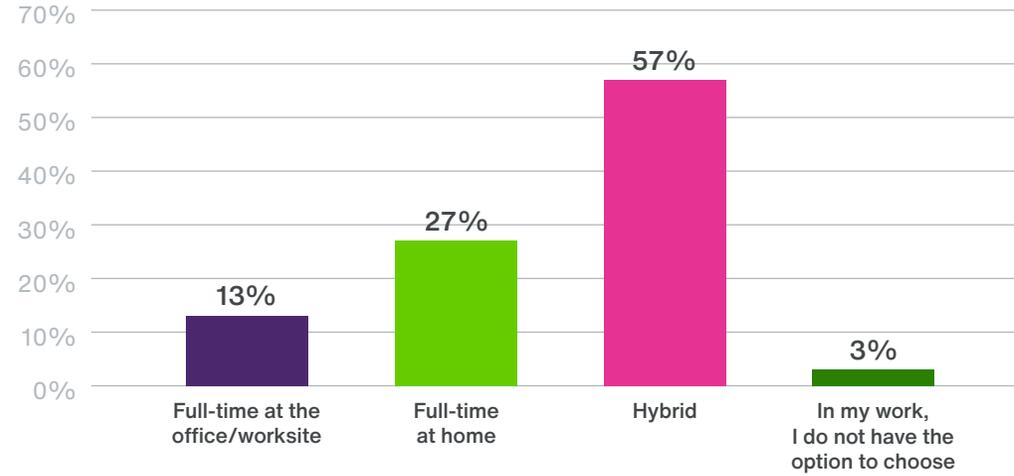
MHI score by preferences among respondents working specific days at the office/worksite



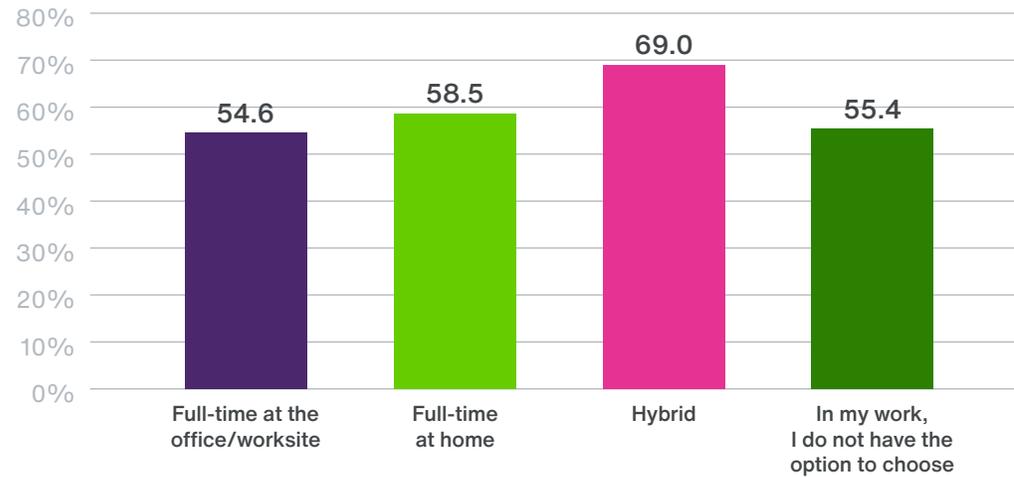
- Among workers who can select the days they work at the office/worksite, 57 per cent want to work a hybrid model and 27 per cent want to work full-time at home



Preferences among respondents who can select the days they work at the office/worksite



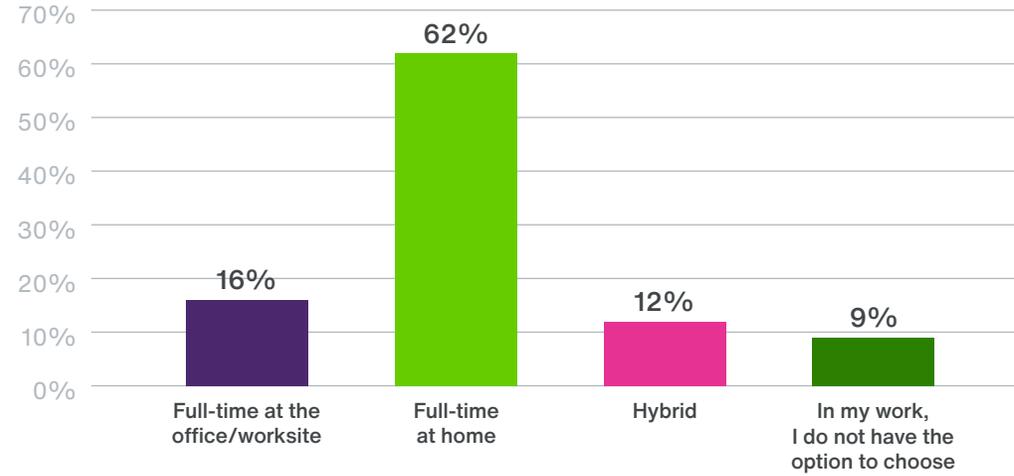
MHI score by preferences among respondents who can select the days they work at the office/worksite



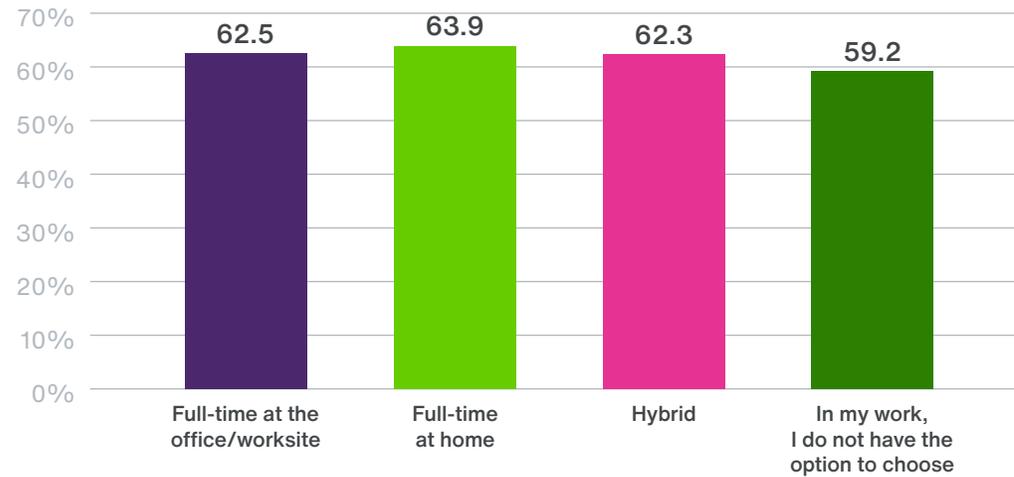
- Among respondents working remotely, 62 per cent want to continue this arrangement (working full-time at home)



Preferences among respondents who work remotely

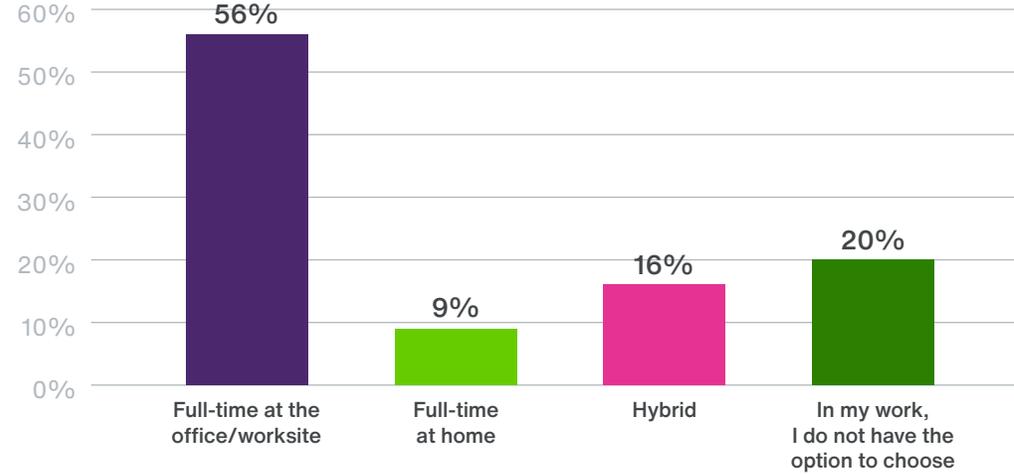


MHI score by preferences among respondents who work remotely

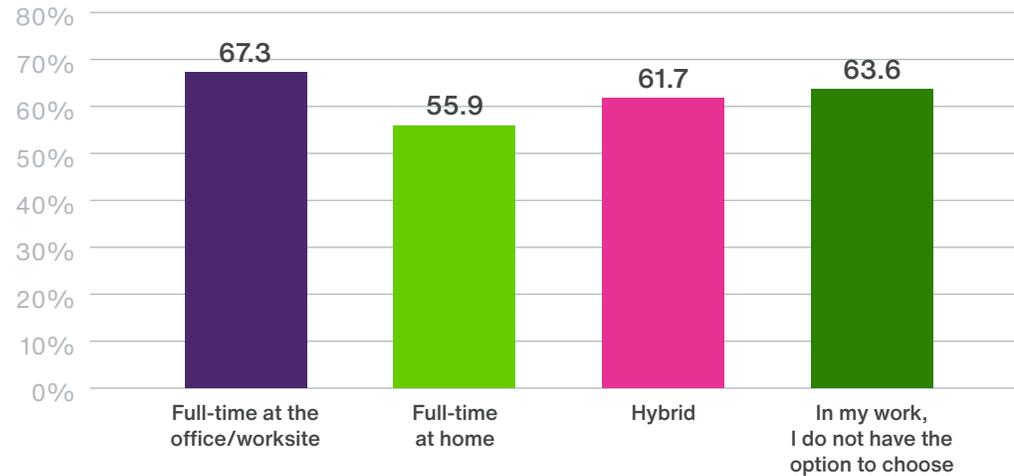


- More than half (56 per cent) of workers who work full-time at the office/worksite want to continue this arrangement

Preferences among respondents working full-time at the office/worksite



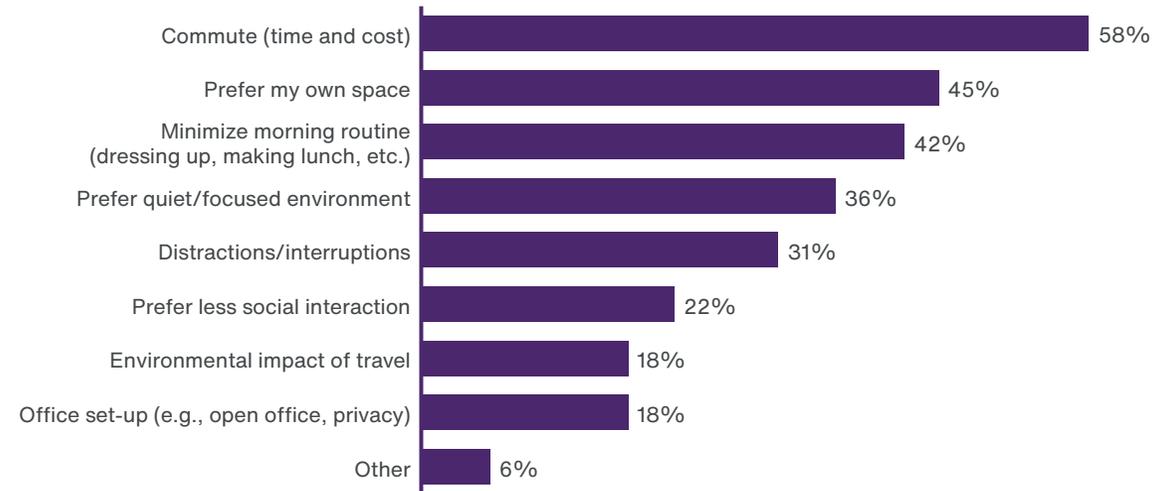
MHI score by preferences among respondents working full-time at the office/worksite



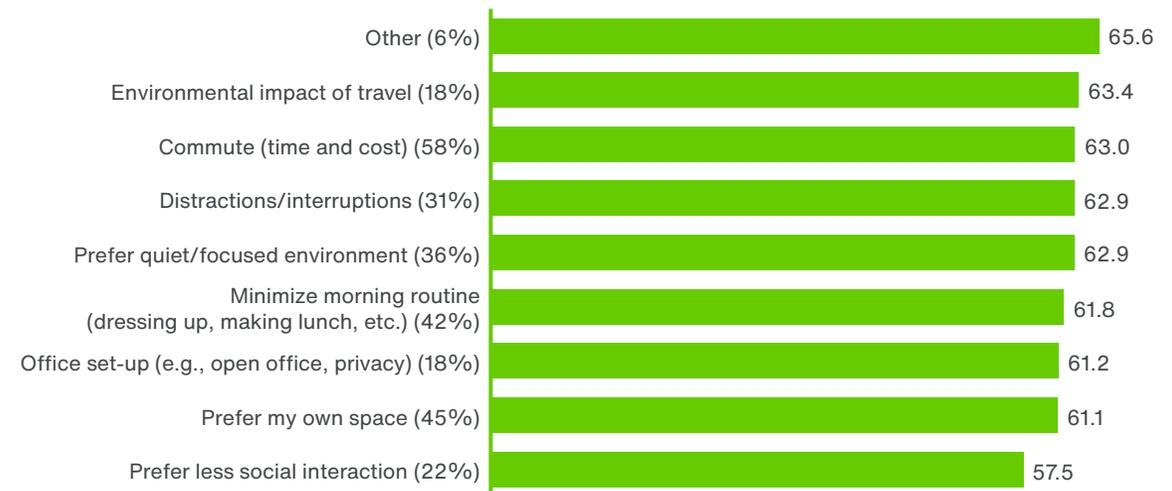
Commute is the most significant factor keeping workers from wanting to go to the office/worksite.

- 58 per cent of workers don't want to go to the office/worksite because of the commute (time and cost), 45 per cent prefer their own space, 42 per cent want to minimize their morning routine, 36 per cent prefer a quiet/focused environment, and 31 per cent report that distractions/interruptions keep them from wanting to go to the office/worksite
- More than one in five (22 per cent) prefer less social interaction; this group has the lowest/worst mental health score (57.5), more than six points lower than the national average (63.9)

What keeps you from wanting to go to the office/worksite?



MHI score by “What keeps you from wanting to go to the office/worksite?”

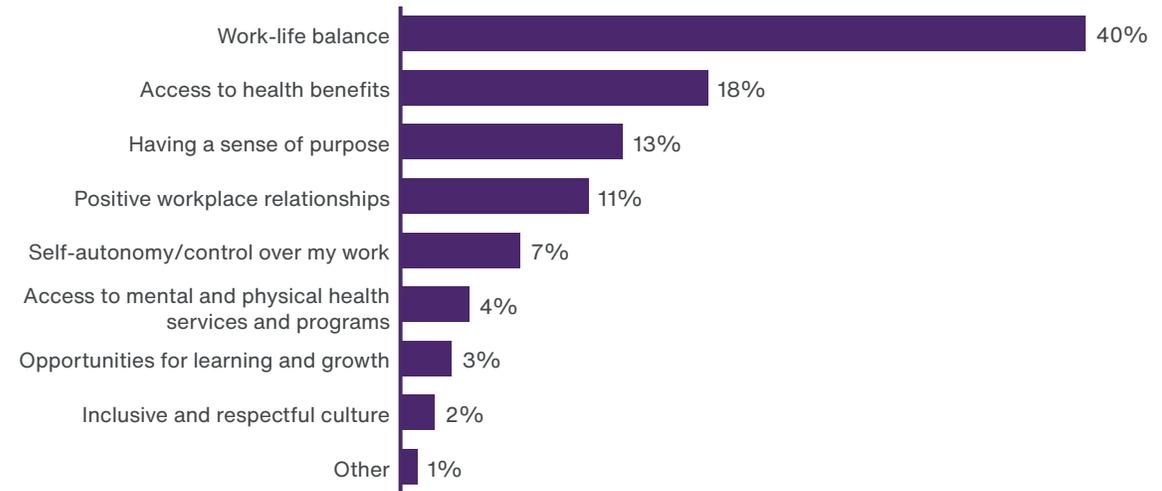


Support for wellbeing at work.

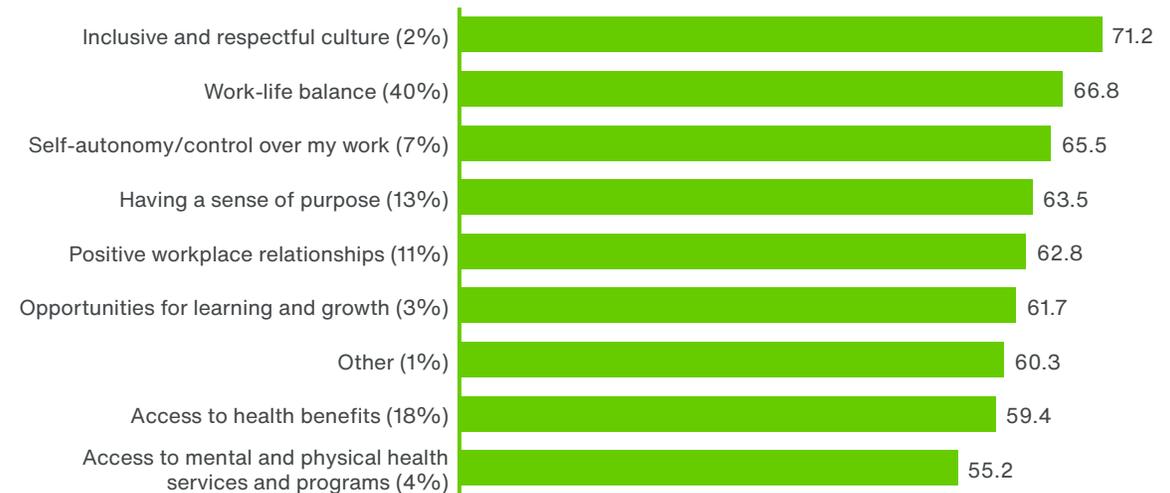
Work-life balance is perceived as the best support of wellbeing.

- 40 per cent report that work-life balance best supports their wellbeing at work, 18 per cent report that access to health benefits best supports their wellbeing, 13 per cent report that having a sense of purpose best supports their wellbeing, and 11 per cent report that positive workplace relationships best support their wellbeing at work
- The highest/best mental health score (71.2) is among two per cent of workers reporting that inclusive and respectful culture best supports their wellbeing at work, more than seven points higher than the national average (63.9)
- The lowest/worst mental health score (55.2) is among four per cent of workers reporting that access to mental and physical health services and programs best supports their wellbeing at work, nearly nine points lower than the national average (63.9)

Which best supports your wellbeing at work?



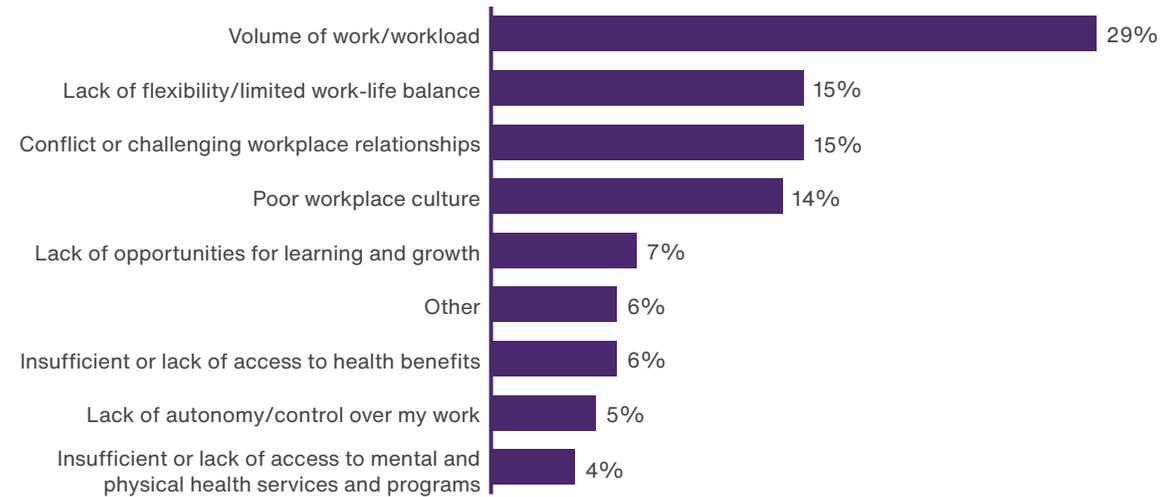
MHI score by “Which best supports your wellbeing at work?”



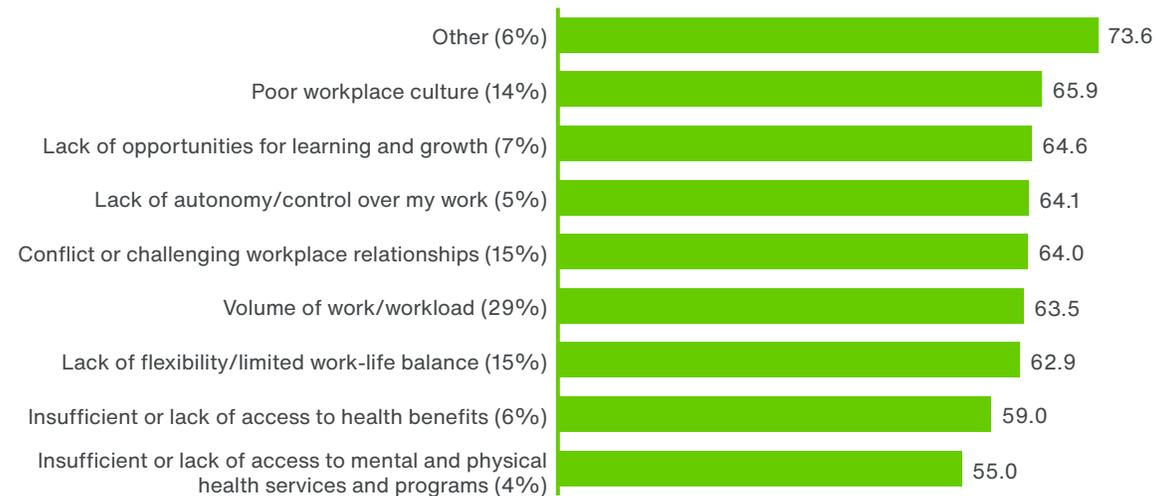
At least twice as many workers report that volume of work is the most significant contributor to poor wellbeing compared to other factors.

- 29 per cent report that volume of work contributes the most to poor wellbeing at work, 15 per cent report that a lack of flexibility/limited work-life balance contributes most to poor wellbeing at work, 15 per cent report that conflict or challenging workplace relationships contributes most to poor wellbeing at work, and 14 per cent report that poor workplace culture contributes the most to poor wellbeing at work
- The lowest/worst mental health score (55.0) is among four per cent of workers reporting that insufficient or a lack of access to mental and physical health services and programs contributes the most to poor wellbeing at work, nearly nine points lower than the national average (63.9)
- Workers under 40 are 70 per cent more likely than workers over 50 to report that lack of flexibility/limited work-life balance contributes the most to poor wellbeing at work

Which most contributes to poor wellbeing at work?



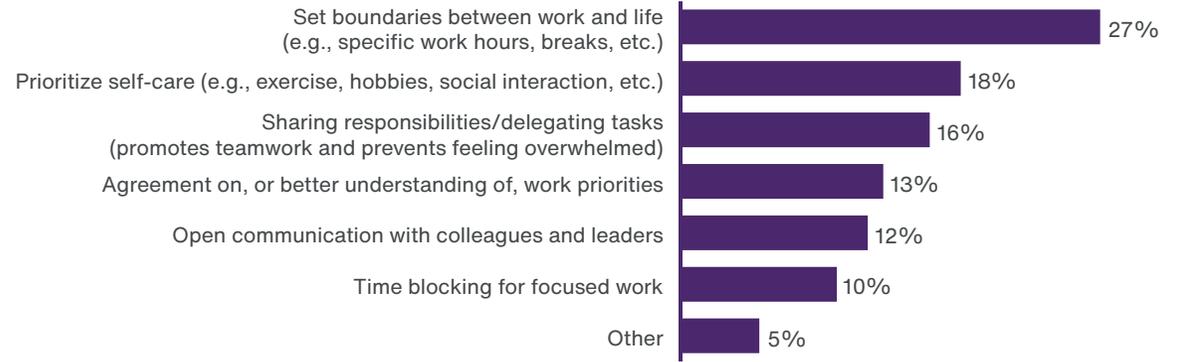
MHI score by “Which most contributes to poor wellbeing at work?”



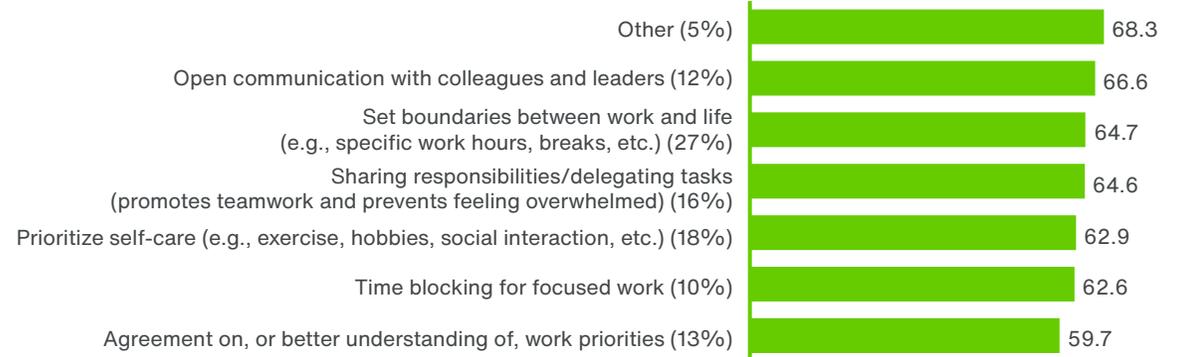
Setting boundaries between work and life would be most helpful for workers to feel that they can go home at the end of the day with some energy for other things in their life.

- 27 per cent report that setting boundaries between work and life would be most helpful, 18 per cent report that prioritizing self-care would be most helpful, 16 per cent report that sharing responsibilities/delegating tasks would be most helpful, 13 per cent report that agreement on, or better understanding of work priorities would be most helpful, and 12 per cent report that open communication with colleagues and leaders would be most helpful
- The lowest/worst mental health score (59.7) is among 13 per cent reporting that agreement on, or better understanding of work priorities would be most helpful, more than four points lower than the national average (63.9)

Which would be most helpful for you at work so that you can go home at the end of the day with some energy for other things in your life?



MHI score by “Which would be most helpful for you at work so that you can go home at the end of the day with some energy for other things in your life?”



Weight management

Nearly half (46 per cent) of workers are concerned about their weight.

- 54 per cent of workers not concerned about their weight have a mental health score (68.4) more than four points higher than the national average (63.9)
- 46 per cent of workers concerned about their weight have a mental health score (58.4) 10 points lower than workers who are not concerned about their weight and more than five points lower than the national average (63.9)
- Women are 50 per cent more likely than men to be concerned about their weight



Are you concerned about your weight?



MHI score by “Are you concerned about your weight?”



Among workers who are concerned about their weight, nearly two-thirds (63 per cent) are interested in a weight management program.

Are you interested in a weight management program?



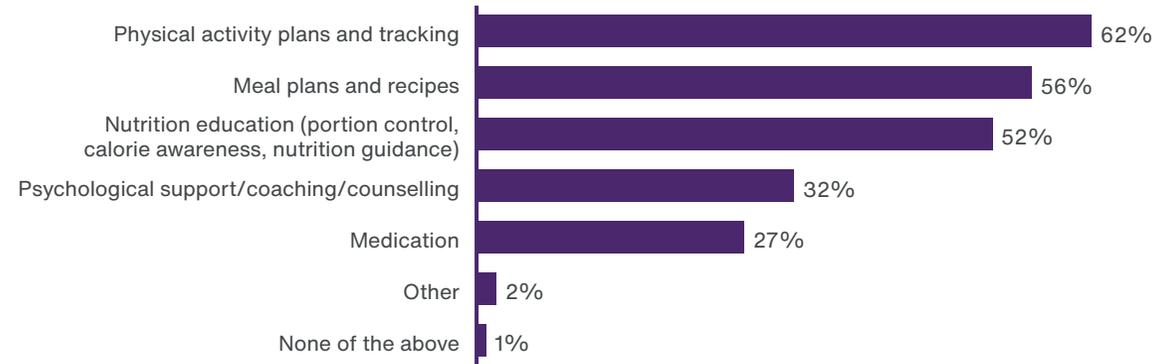
MHI score by “Are you interested in a weight management program?”



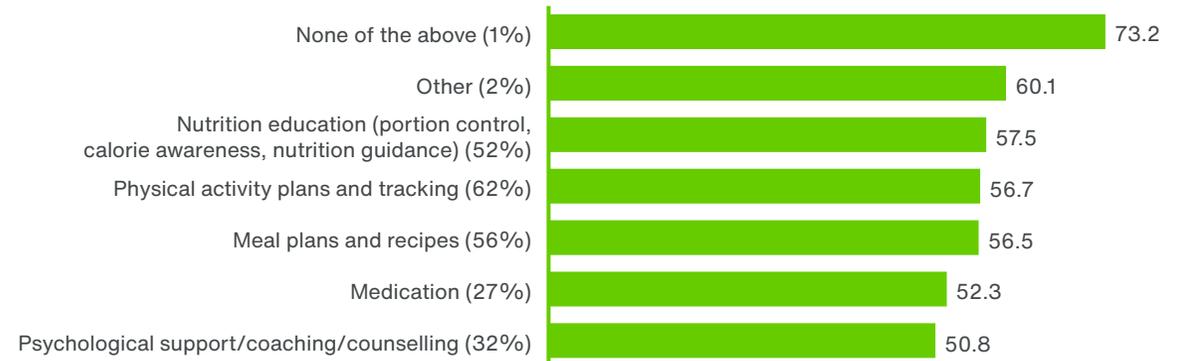
Among workers who are interested in a weight management program, 62 per cent are interested in physical activity plans and tracking, 56 per cent are interested in meal plans and recipes, 52 per cent are interested in nutrition education, 32 per cent are interested in psychological support/coaching/counselling, and 27 per cent are interested in medication.



Which aspects of a weight management program would you be interested in?



MHI score by “Which aspects of a weight management program would you be interested in?”



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 June 7 to June 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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