



TELUS Mental Health Index.

Canada | May 2024

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What you need to know for May 2024.

More than three-quarters of workers in Canada have a moderate to high mental health risk.

- At 63.9, the mental health of workers has declined for the second consecutive month
- 33 per cent of workers have a high mental health risk, 44 per cent have a moderate mental health risk, and 23 per cent have a low mental health risk
- All mental health sub-scores, apart from financial risk and depression, have declined, or are unchanged from April
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- Mental health scores have improved in Alberta, Saskatchewan, Manitoba, Ontario, and the Maritimes whereas scores in other provinces have declined compared to April
- The mental health score of managers has improved modestly whereas the score for non-managers has declined from the previous month
- Labourers continue to have a lower mental health score than service industry and office workers



Nearly one-third of workers are unsure, or don't believe that they have a future with their current employer.

- Workers who don't believe they have a future with their current employer have a mental health score more than 19 points lower than workers who believe that they have a future with their employer and nearly 15 points lower than the national average
- Workers with an annual household income less than \$100,000 are twice as likely as workers with an annual household income greater than \$100,000 to believe that they don't have a future with their current employer
- Workers under 40 are more than three times as likely as workers over 50 to believe that they will learn and develop with their current employer
- 31 per cent of workers who don't believe that they have a future with their employer say it's because they won't be promoted or get more responsibilities
- 29 per cent of workers report not being regularly provided with opportunities for meaningful training and development; this group has a mental health score more than 10 points lower than workers who are given regular training and development opportunities and six points lower than the national average
- Non-managers are 70 per cent more likely than managers to report not regularly being given meaningful training and development activities

Younger workers are more likely to have difficulty recovering from setbacks and are more likely to overreact when faced with challenges.

- Nearly one-third (30 per cent) of workers are unsure, or don't believe that they recover quickly from setbacks; the mental health scores of this group are at least 18 points lower than workers who recover quickly and nearly 12 points lower than the national average
- Women are nearly twice as likely as men to report that they don't recover quickly from setbacks
- Workers under 40 are 40 per cent more likely than workers over 50 to report that they don't recover quickly from setbacks
- Workers under 40 are twice as likely as workers over 50 to report that people close to them would say that they often overreact when faced with difficult situations

Workers say the most important benefits of telemedicine are its quick access to care, convenience and flexibility, and time savings.

- 21 per cent of workers don't have access to telemedicine through their healthcare provider; this group has a mental health score nearly four points lower than workers with access to telemedicine
- 20 per cent of workers typically use a walk-in clinic for primary care; workers under 40 are nearly two and a half times more likely than workers over 50 to use a walk-in clinic
- Younger workers (under 40) are more than twice as likely as workers over 50 to have used telemedicine
- Parents are 80 per cent more likely than non-parents to have used an on-demand telemedicine service

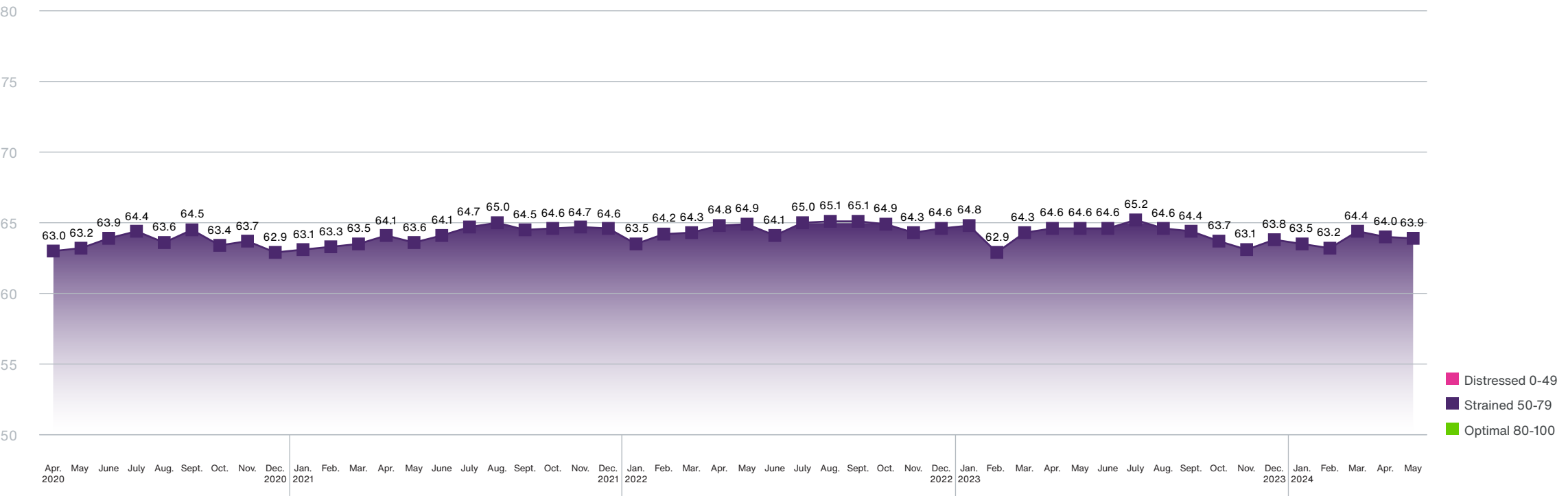
Lack of leadership support for engagement, health, and wellbeing is linked to employee doubt about their future with employers.

- 20 per cent of workers report that senior leadership does nothing to support engagement, health, and wellbeing; this group has a mental health score nearly six points lower than the national average
- 56 per cent of workers believe that employers offer wellbeing programs to improve employee productivity
- 39 per cent believe that employers offer wellbeing programs because they care about employee wellbeing; this group has a mental health score nearly five points higher than the national average
- 36 per cent believe that employers offer wellbeing programs to reduce health costs
- 32 per cent believe that employers offer wellbeing programs because they care about how the company is perceived by employees

The Mental Health Index.

The overall Mental Health Index (MHI) for May 2024 is **63.9**. Following a notable improvement in March 2024, the mental health of workers in Canada has declined for the second consecutive month.

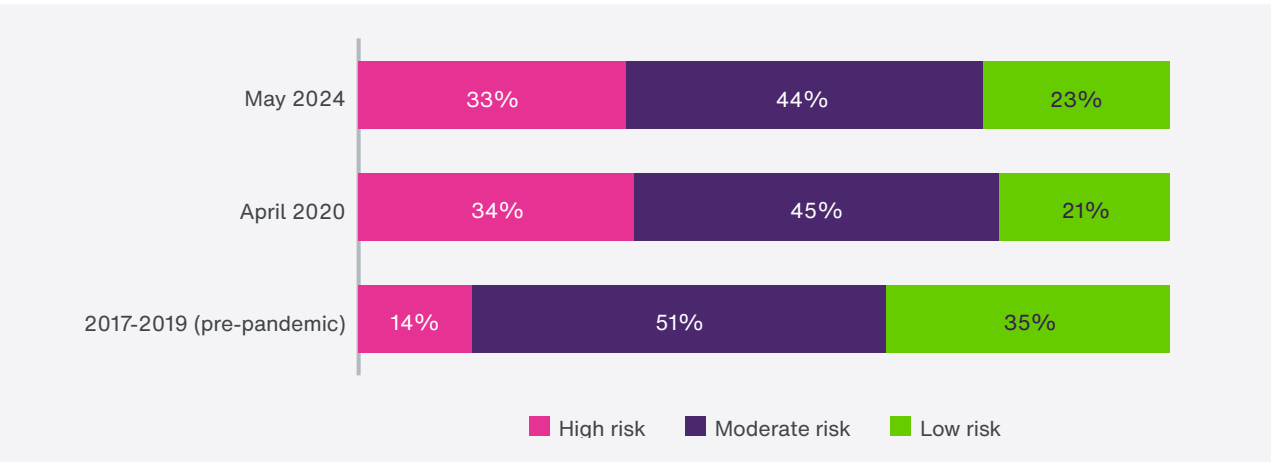
MHI Current Month May 2024	April 2024
63.9	64.0





Mental health risk.

In May 2024, 33 per cent of workers in Canada have a high mental health risk, 44 per cent have a moderate mental health risk, and 23 per cent have a low mental health risk. More than four years since the launch of the MHI in April 2020, there is a one per cent reduction in workers with a high mental health risk and a two per cent increase in workers with a low mental health risk.



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 (57.0). Isolation (60.2), work productivity (62.2), depression (62.5), optimism (66.0), and financial risk (67.4) follow. General psychological health (71.2) continues to be the most favourable mental health measure in May 2024.

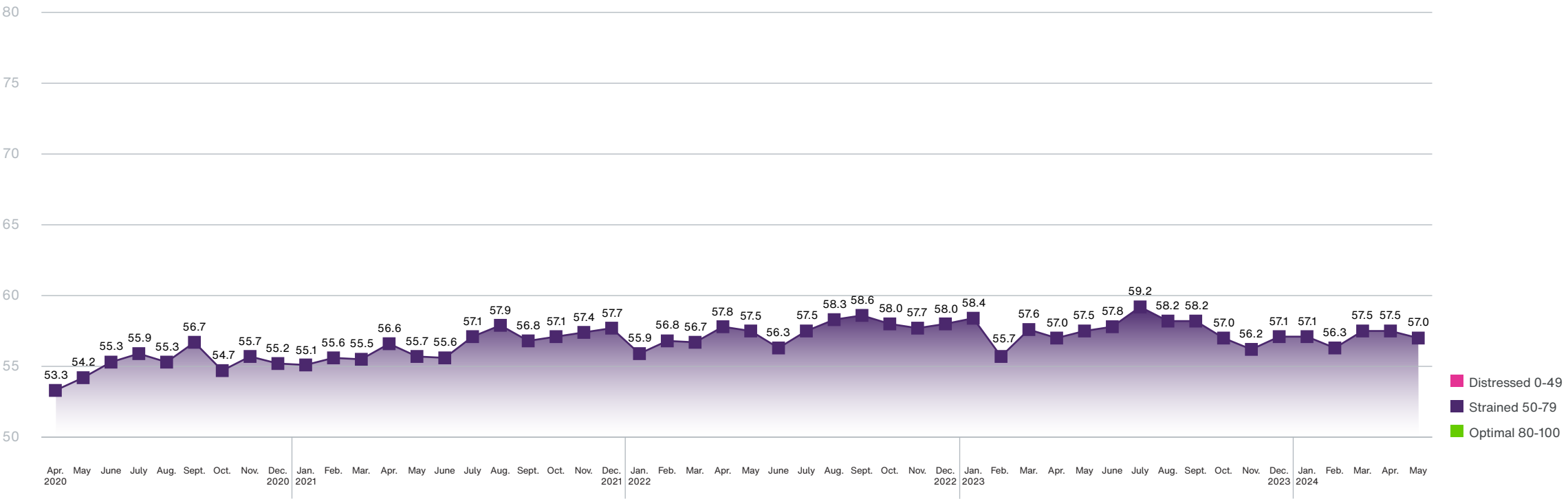
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores, apart from financial risk and depression, are unchanged or have declined from March
- Despite a modest (0.6-point) decline, general psychological health continues to be the highest sub-score in May 2024

Mental Health Index Sub-scores	May 2024	April 2024
Anxiety	57.0	57.5
Isolation	60.2	60.2
Work productivity	62.2	62.7
Depression	62.5	62.4
Optimism	66.0	66.1
Financial risk	67.4	66.8
Psychological health	71.2	71.8



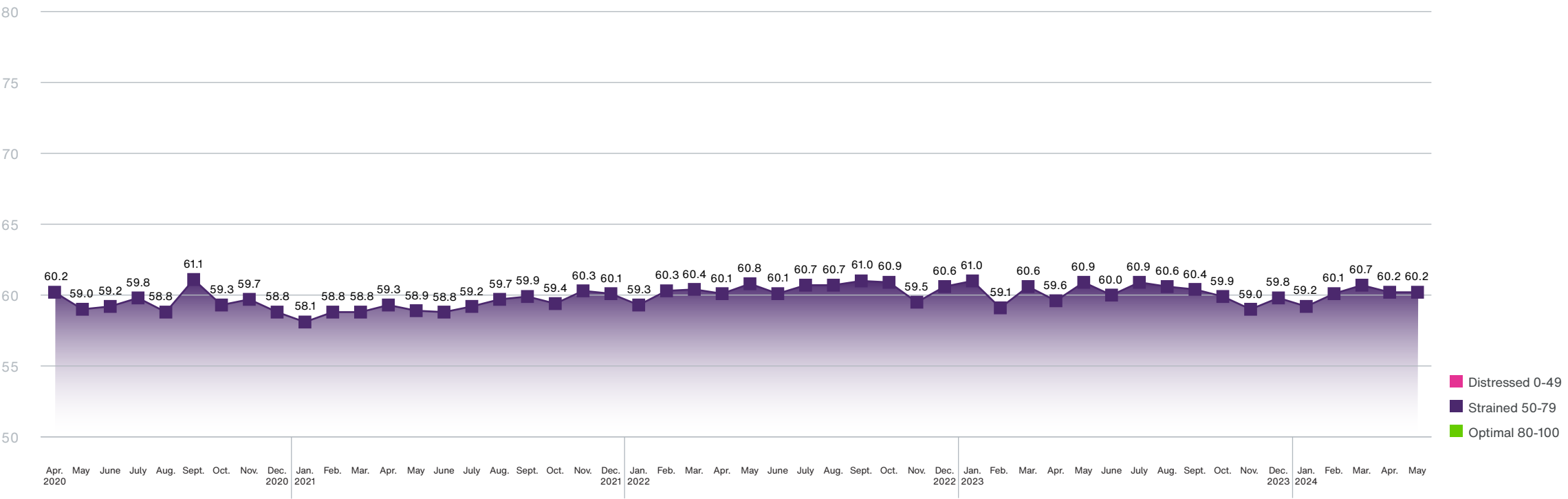
Anxiety

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



Isolation

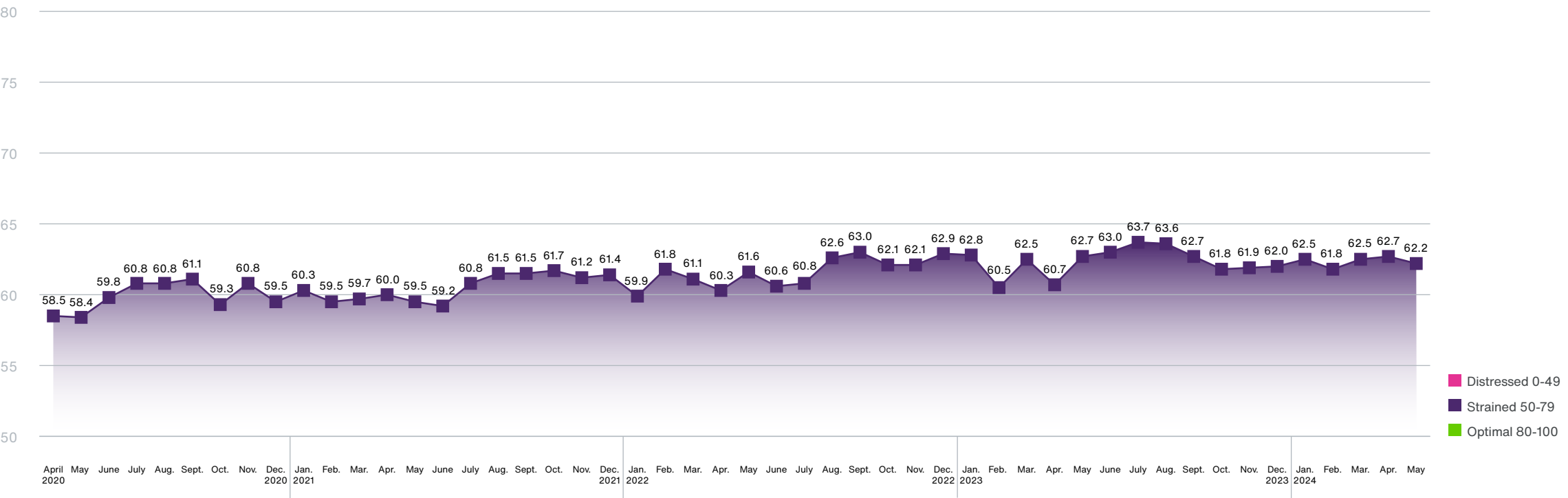
After falling to its lowest point in January 2021, the isolation sub-score has made incremental improvements through September 2022. Since November 2022, isolation scores have varied with multiple periods of increases and declines. In May 2024, the isolation score is unchanged from the prior month and remains the second lowest mental health sub-score for more than two years.



Work productivity

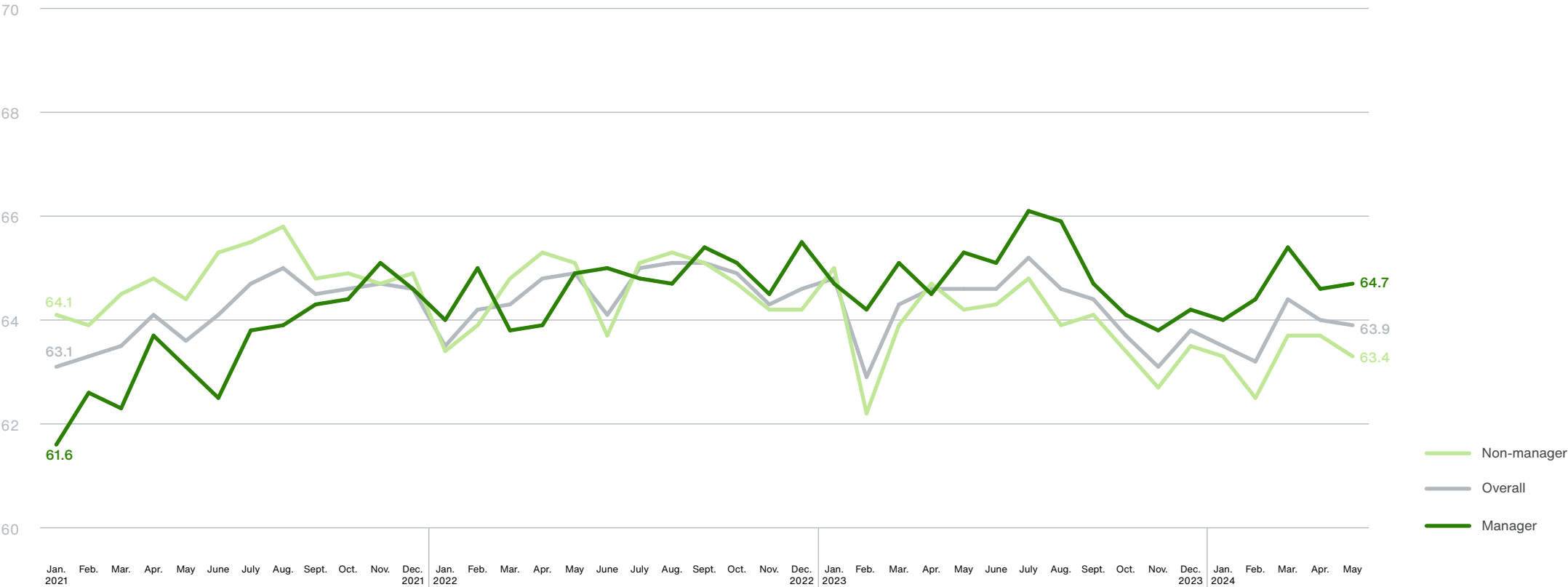
The work productivity sub-score measures the impact of mental health on work productivity and goals.

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 reaching its peak in July 2023, the work productivity score declined through February 2024. In May 2024, the work productivity sub-score has declined a half point from April 2024.



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 May 2024, the mental health score of managers has improved modestly whereas the score for non-managers has declined from April.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In May 2024, the mental health score of women is 61.7 compared to 66.3 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 (61.4) than workers without children (65.1)

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 (53.4), followed by workers reporting fewer hours than the prior month (54.0), respondents not currently employed (60.7), and workers with no change to salary or hours (64.9)
- Labourers have a lower mental health score (62.5) than service industry (63.6) and office workers (64.6)
- Managers have a higher mental health score (64.7) than non-managers (63.4)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (65.3)
- Respondents working for companies with 51-100 employees have the lowest mental health score (61.6)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (48.9) 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 May 2024, the mental health scores in the Maritimes, Manitoba, Alberta, Ontario, and Saskatchewan have improved whereas scores in other provinces have declined compared to April 2024.

- With a slight (0.3 point) improvement, Manitoba has the highest mental health score (66.4) in May 2024
- The lowest mental health score is in Quebec (62.8), down 1.4 points from April 2024

Province	May 2024	April 2024	Change
The Maritimes	63.1	62.1	1.0
Manitoba	66.4	66.1	0.3
Alberta	63.1	62.9	0.2
Ontario	64.2	64.0	0.2
Saskatchewan	66.4	66.2	0.2
Newfoundland and Labrador	64.2	65.0	-0.8
British Columbia	63.4	64.5	-1.1
Quebec	62.8	64.2	-1.4

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



Employment status	May 2024	Apr. 2024
Employed (no change in hours/salary)	64.9	65.0
Employed (fewer hours compared to last month)	54.0	55.0
Employed (reduced salary compared to last month)	53.4	50.5
Not currently employed	60.7	64.3

Age group	May 2024	Apr. 2024
Age 20-29	54.2	53.1
Age 30-39	57.7	57.8
Age 40-49	62.0	61.8
Age 50-59	65.4	66.1
Age 60-69	72.6	72.9

Number of children	May 2024	Apr. 2024
No children in household	65.1	65.4
1 child	62.0	60.4
2 children	61.2	61.1
3 children or more	58.1	63.2

Gender	May 2024	Apr. 2024
Men	66.3	66.1
Women	61.7	62.0

Household income/annum	May 2024	Apr. 2024
<\$30K	52.8	54.0
\$30K to <\$60K	59.7	60.3
\$60K to <\$100K	62.9	62.8
\$100K to <\$150K	67.3	66.4
\$150K or more	69.2	70.0

Employer size	May 2024	Apr. 2024
Self-employed/sole proprietor	64.8	66.3
2-50 employees	63.9	64.5
51-100 employees	61.6	60.3
101-500 employees	63.9	62.5
501-1,000 employees	63.9	62.4
1,001-5,000 employees	65.1	67.1
5,001-10,000 employees	62.4	64.2
More than 10,000 employees	65.3	64.5

Manager	May 2024	Apr. 2024
Manager	64.7	64.6
Non-manager	63.4	63.7

Work environment	May 2024	Apr. 2024
Labour	62.5	62.4
Office/desk	64.6	64.6
Service	63.6	63.7

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 Agriculture, Forestry, Fishing and Hunting have the lowest mental health score (58.2), followed by workers in Food Services (58.4), and Arts, Entertainment and Recreation (59.5).

Workers in the Automotive Industry (69.2), Mining, Quarrying, and Oil and Gas Extraction (69.1), and Professional, Scientific and Technical Services (68.1) have the highest mental health scores this month.



Industry	May 2024	April 2024	Change
Other services (except Public Administration)	66.1	59.9	6.2
Utilities	64.0	59.5	4.5
Public Administration	68.0	64.9	3.1
Manufacturing	67.7	65.9	1.8
Warehousing	64.1	62.3	1.8
Information and Cultural Industries	64.6	63.2	1.4
Educational Services	65.5	65.1	0.4
Other	63.6	63.3	0.3
Food Services	58.4	58.1	0.3
Construction	64.2	64.0	0.2
Real Estate, Rental and Leasing	64.0	63.9	0.1
Administrative and Support services	59.8	59.8	0.0
Technology	63.0	63.1	-0.1
Professional, Scientific and Technical Services	68.1	68.2	-0.1
Health Care and Social Assistance	61.7	62.2	-0.5
Media and Telecommunications	62.6	63.1	-0.5
Automotive Industry	69.2	69.9	-0.7
Retail Trade	62.7	63.6	-0.9
Mining, Quarrying, and Oil and Gas Extraction	69.1	70.0	-0.9
Finance and Insurance	63.0	64.4	-1.4
Wholesale Trade	62.0	64.7	-2.7
Transportation	63.9	67.1	-3.2
Arts, Entertainment and Recreation	59.5	63.1	-3.6
Accommodation	64.7	69.7	-5.0
Agriculture, Forestry, Fishing and Hunting	58.2	66.5	-8.3

Spotlight

Retention

Nearly one-third (30 per cent) of workers are unsure or don't believe that they have a future with their current employer.

- More than one in ten (11 per cent) believe that they don't have a future with their current employer; this group has the lowest/worst mental health score (49.2), more than 19 points lower than workers who believe that they have a future with their employer (68.4) and nearly 15 points lower than the national average (63.9)
- Workers with an annual household income less than \$100,000 are twice as likely as workers with an annual household income greater than \$100,000 to believe that they don't have a future with their current employer
- More than seven in ten (71 per cent) believe that they have a future with their current employer; this group has the highest/best mental health score (68.4). more than four points higher than the national average (63.9)



I believe that I have a future with my current employer



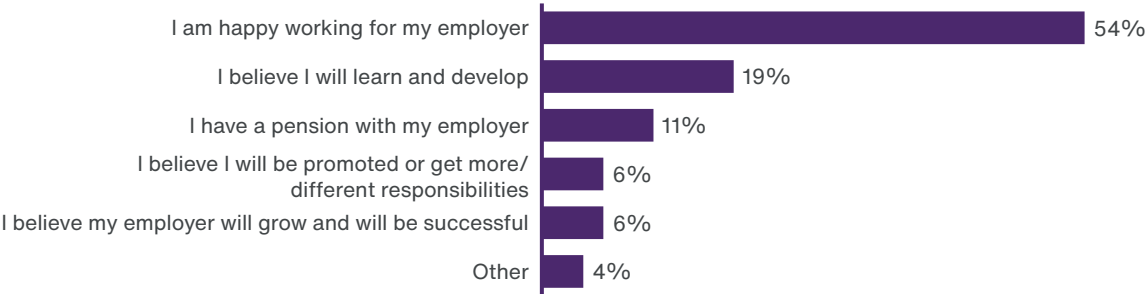
MHI score by “I believe that I have a future with my current employer”



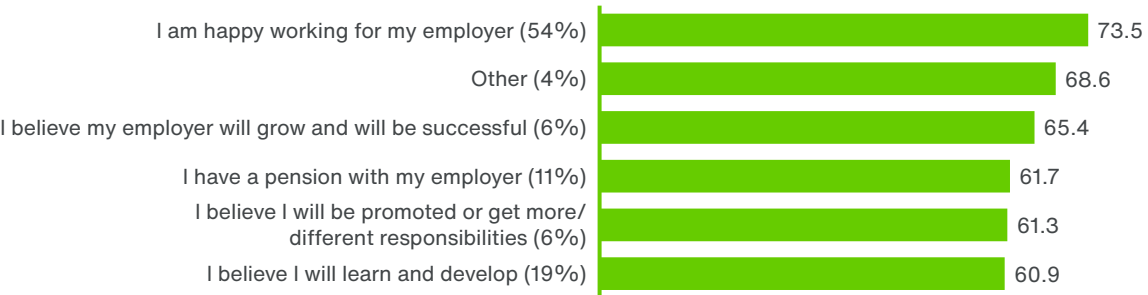
Among workers who believe that they have a future with their employer, more than half (54 per cent) are happy working for the company and nearly one in five (19 per cent) believe they have opportunities for learning and development.

- More than half (54 per cent) are happy working for their employer; this group has the highest/best mental health score (73.5), nearly 10 points higher than the national average (63.9)
- Nearly one in five (19 per cent) believe that they will learn and develop with their current employer, 11 per cent report having a pension with their employer, and six per cent believe that they will be promoted or get more/different responsibilities
- Workers over 50 are 50 per cent more likely than workers under 40 to be happy working for their current employer
- Workers under 40 are more than three times as likely as workers over 50 to believe that they will learn and develop with their current employer

Primary reason employees believe they have a future with their current employer



MHI score by “Primary reason employees believe they have a future with their current employer”



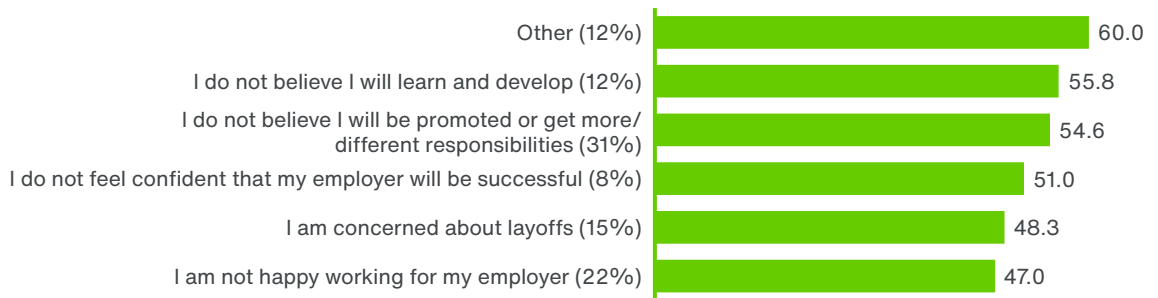
Among workers who don't believe that they have a future with their employer, nearly one-third (31 per cent) say it's because they won't be promoted or get more responsibilities.

- Nearly one-third (31 per cent) don't believe they will be promoted or get more/different responsibilities, 22 per cent are not happy working for their employer, 15 per cent are concerned about layoffs, and 12 per cent don't believe that they will learn and develop with their current employer
- The lowest/worst mental health score (47.0) is among 22 per cent of workers who report that are not happy working for their employer, more than 26 points lower than workers who report that they are happy working for their employer (73.5), and 17 points lower than the national average (63.9)
- Workers with an annual household income less than \$100,000 are 70 per cent more likely than workers with an annual household income greater than \$100,000 to be concerned about layoffs

Primary reason employees don't believe they have a future with their current employer



MHI score by “Primary reason employees don't believe they have a future with their current employer”



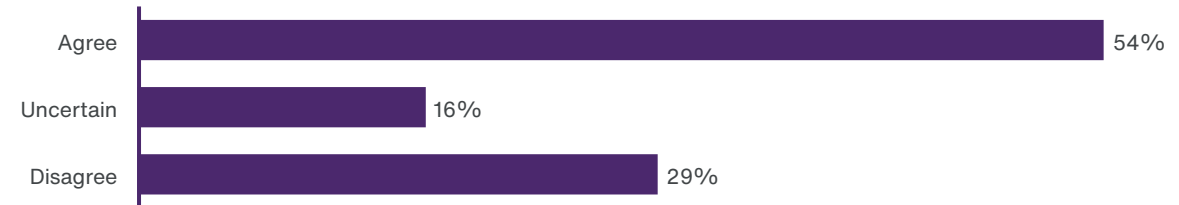
Training and development

Just over half (54 per cent) of workers report being regularly provided with opportunities for meaningful training and development while nearly one-third (29 per cent) say they are not.

- Nearly one-third (29 per cent) are not regularly given the chance to participate in meaningful training and development activities at work; this group has the lowest/worst mental health score (58.0), more than 10 points lower than workers who are given training and development opportunities and six points lower than the national average (63.9)
- Non-managers are 70 per cent more likely than managers to report not regularly being given meaningful training and development activities
- Workers over 50 are 40 per cent more likely than workers under 40 to report not regularly being given the chance to participate in meaningful training and development activities
- More than half (54 per cent) are regularly given the chance to participate in meaningful training and development activities at work; this group has the highest/best mental health score (68.4), more than four points higher than the national average (63.9)



I am regularly given the chance to participate in meaningful training and development activities at work



MHI score by “I am regularly given the chance to participate in meaningful training and development activities at work”



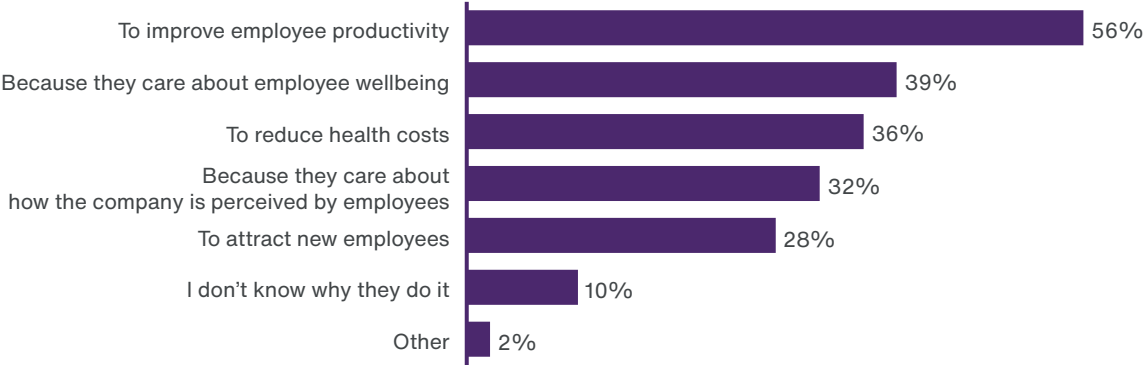
Workplace wellbeing

Nearly three in five (56 per cent) workers think that employers offer wellbeing programs to improve employee productivity.

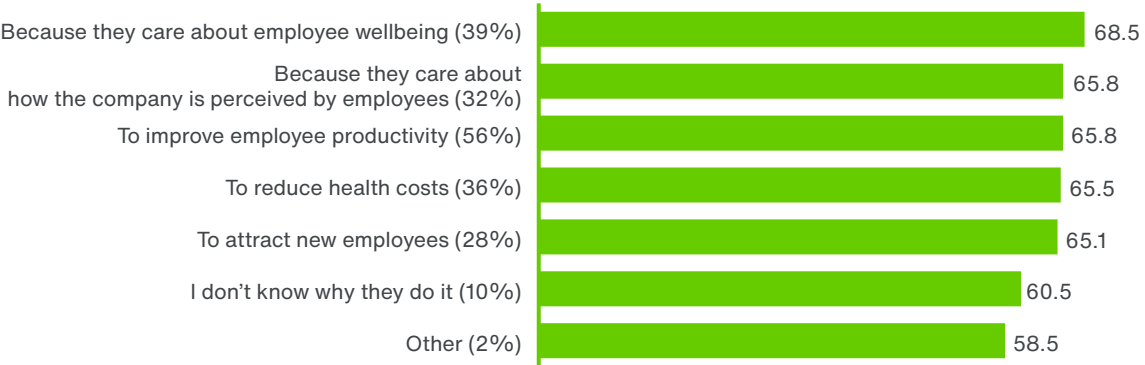
- 56 per cent think that employers offer wellbeing programs to improve employee productivity; 39 per cent think that employers care about employee wellbeing, 36 per cent think that employers offer wellbeing programs to reduce health costs, and 32 per cent think that employers offer wellbeing programs because they care about how the company is perceived by employees
- The highest/best mental health score (68.5) is among 39 per cent of employees who think that employers offer wellbeing programs because they care about employee wellbeing; this score is nearly five points higher than the national average (63.9)



Why do you think employers offer wellbeing programs?



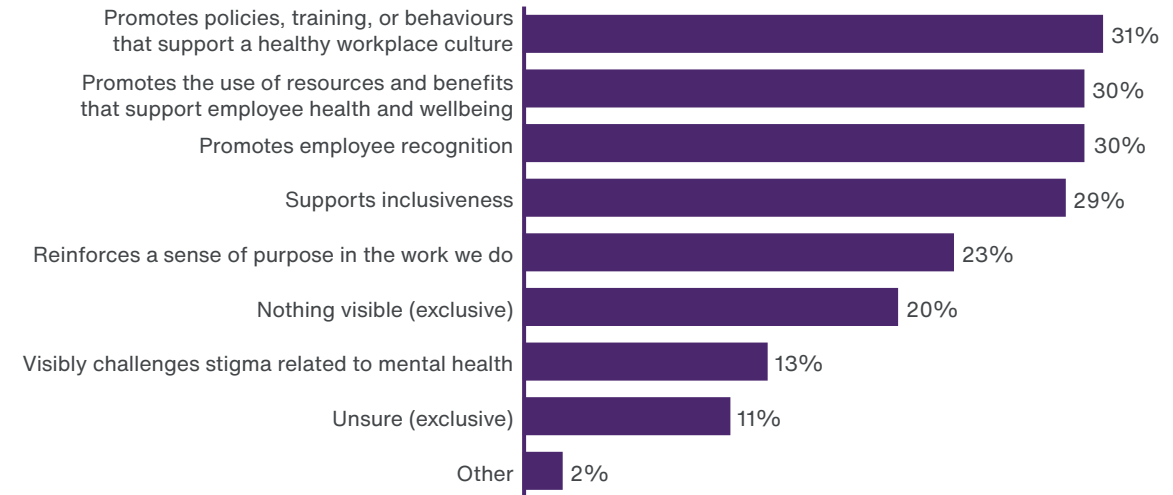
MHI score by “Why do you think employers offer wellbeing programs?”



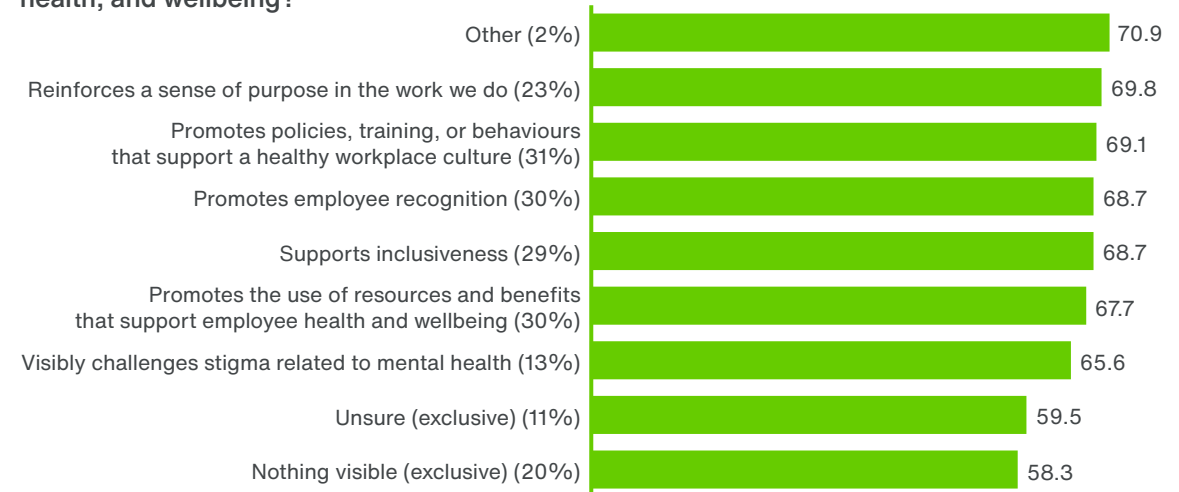
When senior leaders fail to visibly support engagement, health, and wellbeing, nearly half (49 per cent) of employees lose confidence in their future with the company.

- Nearly one-third (31 per cent) report that senior leadership promotes policies, training, or behaviours that support a healthy workplace culture, 30 per cent report that senior leadership promotes the use of resources and benefits that support employee health and wellbeing, 30 per cent report that senior leadership promotes employee recognition, and 29 per cent report that senior leadership supports inclusiveness
- The lowest/worst mental health score (58.3) is among 20 per cent of workers who report that senior leadership does nothing to support engagement, health, and wellbeing; this score is nearly six points lower than the national average (63.9)

What does senior leadership in your organization do well to support engagement, health, and wellbeing?



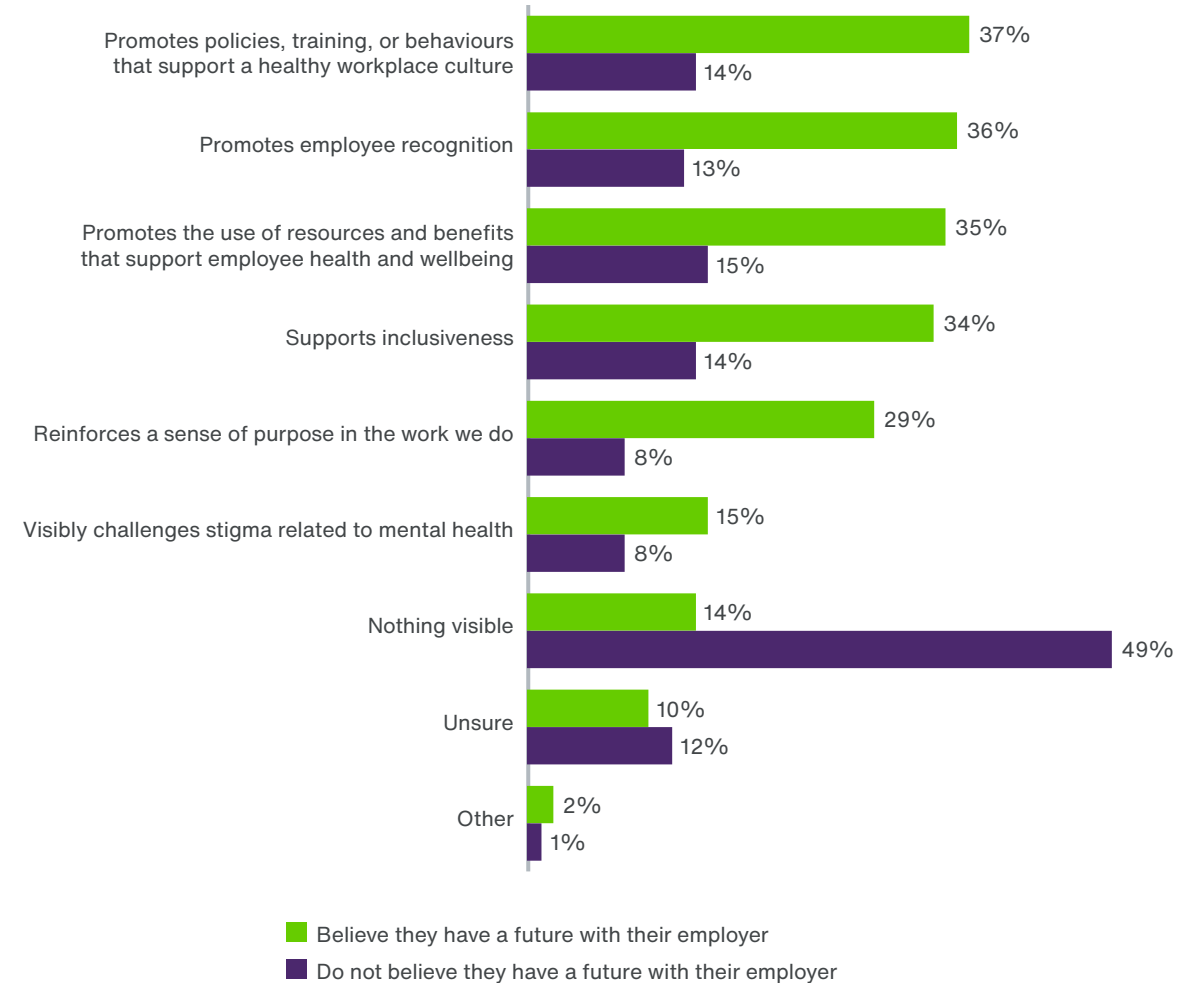
MHI score by “What does senior leadership in your organization do well to support engagement, health, and wellbeing?”



- Workers who report that senior leadership supports engagement, health, and wellbeing are more likely to believe that they have a future with their current employer. In contrast, workers who are uncertain, or report that senior leadership doesn't support engagement, health, and wellbeing are more likely to believe that they don't have a future with their employer



“What does senior leadership in your organization do well to support engagement, health, and wellbeing?” by belief in a future with their employer



Resilience

Nearly one-third (30 per cent) of workers are uncertain or disagree that they can recover quickly from setbacks.

- One in ten (10 per cent) believe that they don't recover quickly from setbacks; this group has the lowest/worst mental health score (43.4), nearly 27 points lower than workers who recover quickly from setbacks and more than 20 points lower than the national average (63.9)
- Women are nearly twice as likely as men to report that they don't recover quickly from setbacks
- Workers under 40 are 40 per cent more likely than workers over 50 to report that they don't recover quickly from setbacks
- Seven in ten (70 per cent) believe they usually recover quickly from setbacks; this group has the highest/best mental health score (70.1), more than six points higher than the national average (63.9)



I usually recover quickly from setbacks



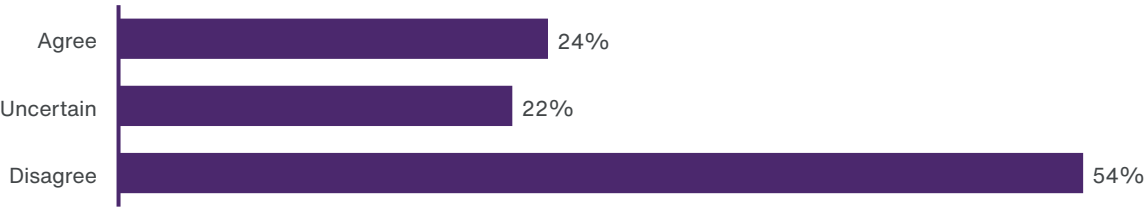
MHI score by “I usually recover quickly from setbacks”



Significantly lower mental health is observed in 24 per cent of workers who report that those close to them would often describe them as overreacting to difficult situations, compared to workers who would not overreact.

- Nearly one-quarter (24 per cent) believe that people close to them would say that they often overreact when faced with difficult situations; this group has the lowest/worst mental health score (52.3), more than 19 points lower than workers who disagree and at nearly 12 points lower than the national average (63.9)
- Workers under 40 are twice as likely as workers over 50 to report that people close to them would say that they often overreact when faced with difficult situations
- Parents are 70 per cent more likely than non-parents to report that people close to them would say that they often overreact when faced with difficult situations
- More than half (54 per cent) don't believe that people close to them would say that they often overreact when faced with difficult situations; this group has the highest/best mental health score (71.5), nearly eight points higher than the national average (63.9)

People close to me would say I often overreact when faced with difficult situations



MHI score by “People close to me would say I often overreact when faced with difficult situations”



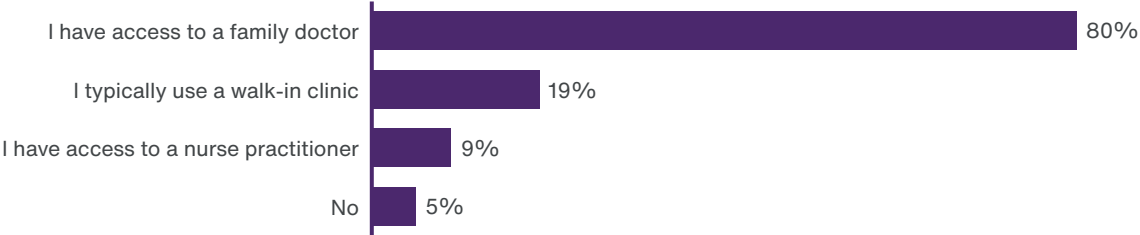
Access to healthcare and telemedicine.

Workers under 40 are nearly two and a half times more likely than workers over 50 to typically use a walk-in clinic.

- Four in five (80 per cent) workers have access to a family doctor, 19 per cent typically use a walk-in clinic, nine per cent have access to a nurse practitioner, and five per cent don't have access to primary healthcare
- The lowest/worst mental health score (57.9) is among five per cent of workers without access to primary healthcare, nearly eight points lower than workers with access to a family doctor and six points lower than the national average (63.9)
- Workers under 40 are nearly two and a half times more likely than workers over 50 to use a walk-in clinic
- Parents are 50 per cent more likely than non-parents to report having access to a nurse practitioner
- The highest/best mental health score (65.6), is among 80 per cent of workers with access to a family doctor



Do you have access to primary healthcare?



MHI score by “Do you have access to primary healthcare?”

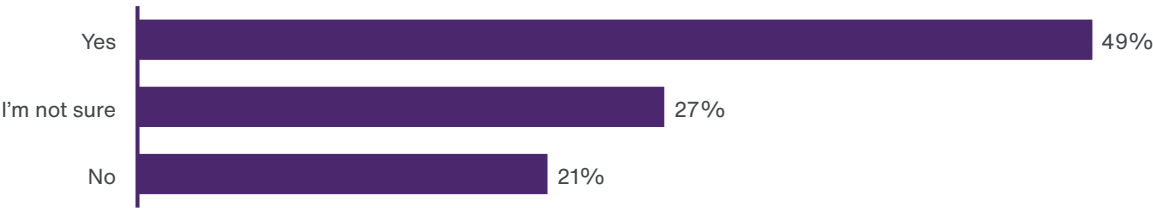


One in five workers (21 per cent) don't have access to telemedicine, a further 27 per cent are unsure.

- Nearly half (49 per cent) have the option of telephone or video visits with their healthcare provider; this group has the highest/best mental health score (65.6), nearly two points higher than the national average (63.9)
- One in five (21 per cent) don't have the option of telephone or video visits; this group has the lowest/worst mental health score (61.9), nearly four points lower than workers with access to telemedicine (65.6), and two points lower than the national average (63.9)



Does your doctor/nurse practitioner/clinic give you the option of having telephone or video visits?



MHI score by “Does your doctor/nurse practitioner/clinic give you the option of having telephone or video visits?”



Younger workers (under 40) are more than twice as likely as workers over 50 to have used telemedicine.

- Four in five (80 per cent) workers have not used an on-demand telemedicine service
- Workers under 40 are more than twice as likely as workers over 50 to have used an on-demand telemedicine service
- Parents are 80 per cent more likely than non-parents to have used an on-demand telemedicine service



Have you used an on-demand telemedicine service?

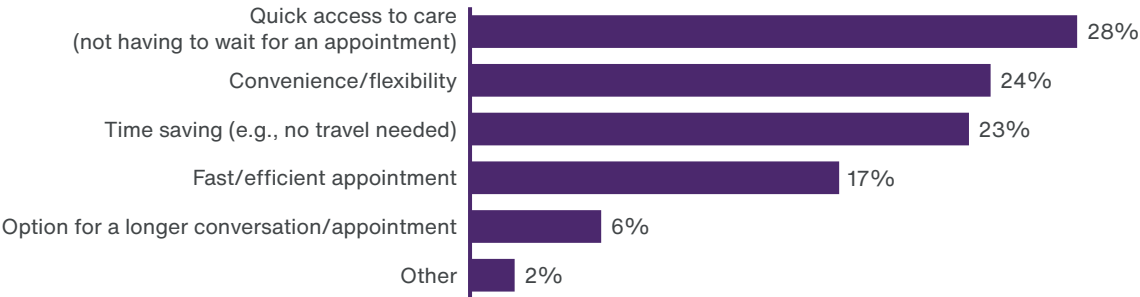


MHI score by “Have you used an on-demand telemedicine service?”

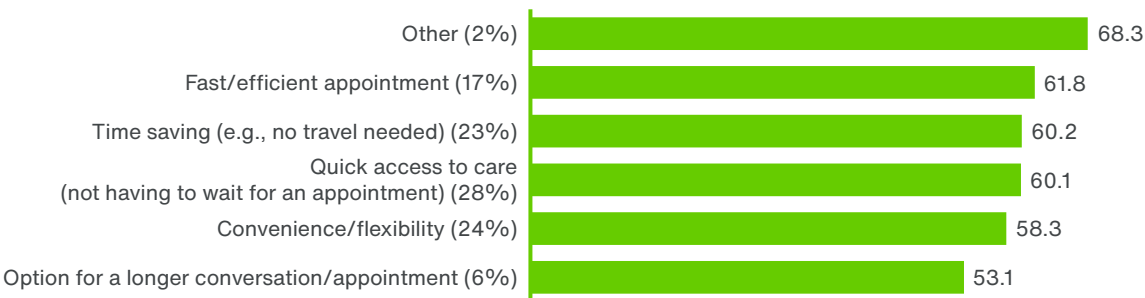


Quick access to care, convenience/flexibility, and time savings are the most important aspects of the telemedicine experience.

What is most important to you regarding the telemedicine experience?



MHI score by “What is most important to you regarding the telemedicine experience?”

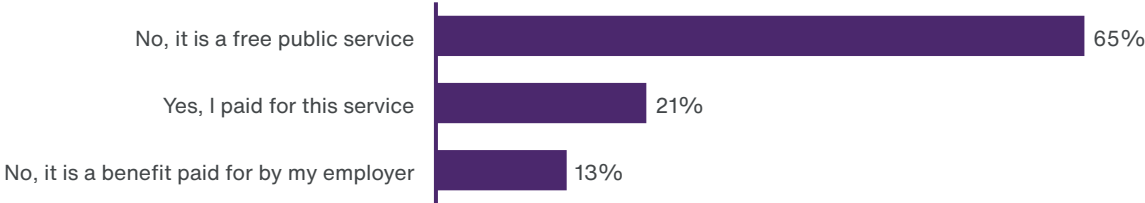


Workers under 40 and parents are more likely to have paid for telemedicine.

- Nearly two-thirds (65 per cent) of workers used free public telemedicine; 21 per cent paid for telemedicine and 13 per cent used the telemedicine benefit provided by their employer
- The highest mental health score (63.9) is among 13 per cent who used the telemedicine benefit provided by their employer; the lowest mental health score (56.9) is among 21 per cent of workers who paid for telemedicine
- Workers under 40 are more than twice as likely as workers over 50 to have paid for telemedicine
- Parents are 50 per cent more likely than non-parents to have paid for telemedicine



Did you pay for telemedicine?



MHI score by “Did you pay for telemedicine?”



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 May 10 and May 17, 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. 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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