



TELUS Mental Health Index.

Special report on Physical Health.

Canada | September 2024

 **TELUS**® Health

The logo for TELUS Health, featuring a stylized green 'e' symbol followed by the word 'TELUS' in a bold, dark blue sans-serif font, and the word 'Health' in a lighter blue sans-serif font.

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What you need to know for September 2024.



Following five months of decline, the mental health of workers in Canada **increases by just over one point**; however, the proportion of those considered high-risk remains approximately one-third.

- At 64.4, the mental health of workers has improved 1.3 points from August
- 32 per cent of workers have a high mental health risk, 44 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk
- All mental health sub-scores have improved from August; the work productivity sub-score has improved most significantly, up 2.8 points from the previous month
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years
- Mental health scores have improved in all provinces apart from Newfoundland and Labrador, where the score declined 3.4 points from August
- The mental health score of managers continues to be higher than the score of non-managers
- Labourers have a lower mental health score than service industry and office workers
- More than one-quarter (27 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is at least three times the number of lost workdays as 24 per cent of workers with a mental health score of 80 or higher

Fewer than half of workers adhere to a healthy diet, with younger workers (under 40), and those without emergency savings more likely to report unhealthy eating. The mental health score of workers reporting unhealthy eating is 21 points lower than workers reporting healthy eating.

- 49 per cent of workers report following a healthy diet
- 10 per cent of workers report following an unhealthy diet; the mental health score of this group is more than 21 points lower than workers reporting a healthy diet and nearly 16 points lower than the national average
- Workers without emergency savings are twice as likely as workers with emergency savings to report an unhealthy diet
- Workers under 40 are 60 per cent more likely than workers over 50 to report an unhealthy diet

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- 22 per cent of workers report an anxiety diagnosis, 14 per cent report a depression diagnosis
- 13 per cent report a diagnosed sleep disorder
- Workers diagnosed with a mental health condition other than anxiety or depression experience the most significant productivity loss (71.3 working days per year) and have a mental health score more than 29 points lower than workers with no diagnosed health conditions and 22 points lower than the national average
- Workers diagnosed with depression lose 66.9 working days of productivity per year and have a mental health score more than 28 points lower than workers with no diagnosed health conditions and more than 21 points lower than the national average
- Workers diagnosed with anxiety lose 62.5 working days of productivity per year and have a mental health score nearly 24 points lower than workers with no diagnosed health conditions and more than 16 points lower than the national average
- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Workers without emergency savings are more than twice as likely to report being diagnosed with anxiety and three times more likely to report being diagnosed with depression

In this report, **productivity loss** refers to workdays lost per year because of physical health issues and/or emotional or mental health challenges. Some productivity fluctuation is inevitable as employees naturally experience varying levels of efficiency throughout their workday.



Workers reporting low interest

in improving their health and wellbeing lose nearly three more weeks of productivity annually than workers reporting high interest in improving their health and wellbeing. Physical fitness and sleep quality are top priorities for self-improvement.

- 69 per cent report high interest in improving their health and wellbeing
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 41.8 working days per year compared to 55.8 working days per year among workers reporting low interest in improving their health and wellbeing
- 60 per cent of workers want to improve their physical fitness
- 56 per cent want to improve their sleep quality
- 40 per cent want to improve their diet and nutrition
- 39 per cent want to improve their stress level
- 21 per cent want to improve pain management

Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the primary motivators for participating in physical activity.

- 27 per cent report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work
- 21 per cent report reducing the risk of disease/longevity is their biggest motivator
- 19 per cent report improving physical fitness/stamina is their biggest motivator
- 12 per cent report stress reduction is their biggest motivator
- Workers under 40 are 60 per cent more likely than workers over 50 to report stress reduction as the biggest motivator for participating in physical activity

Workers dissatisfied with their physical health have a mental health score 22 points lower than satisfied workers and lose an additional 21 working days in productivity annually compared to satisfied workers.

- 52 per cent of workers are satisfied with their physical health
- 20 per cent of workers are dissatisfied with their physical health; the mental health score of this group is 22 points lower than workers who are satisfied with their physical health and more than 14 points lower than the national average
- Workers who are satisfied with their physical health have a productivity loss of 38.0 working days per year compared to 59.4 working days per year among workers who are dissatisfied with their physical health
- 55 per cent of workers sometimes engage in physical activity
- 36 per cent of workers often engage in physical activity
- Nine per cent of workers never engage in physical activity; this group loses nearly 10 additional working days of productivity annually and has a mental health score more than 11 points lower than workers who often engage in physical activity



Mental health scores are **strongly correlated** with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss.



Workers rating poor employer support for their physical wellbeing have a mental health score 22 points lower than workers reporting excellent support and lose an additional 22 working days in productivity annually.

- 27 per cent rate employer support for physical wellbeing as very good/excellent; the mental health score of this group is at least 18 points higher than workers rating employer support as poor and at least seven points higher than the national average
- 26 per cent rate employer support for mental wellbeing as very good/excellent; the mental health score of this group is at least 21 points higher than workers rating employer support as poor and at least nine points higher than the national average
- Productivity losses increase as the employer's rating for support declines:
 - workers rating employer support for physical wellbeing as excellent lose 30.8 working days per year in productivity compared to 52.8 working days per year in productivity loss among workers rating employer support as poor
 - workers rating employer support for mental wellbeing as excellent lose 27.0 working days per year in productivity compared to 54.9 working days per year in productivity loss among workers rating employer support as poor

More than one in five workers report a negative experience with the Canadian healthcare system, with women bearing a disproportionately higher rate of negative encounters compared to men.

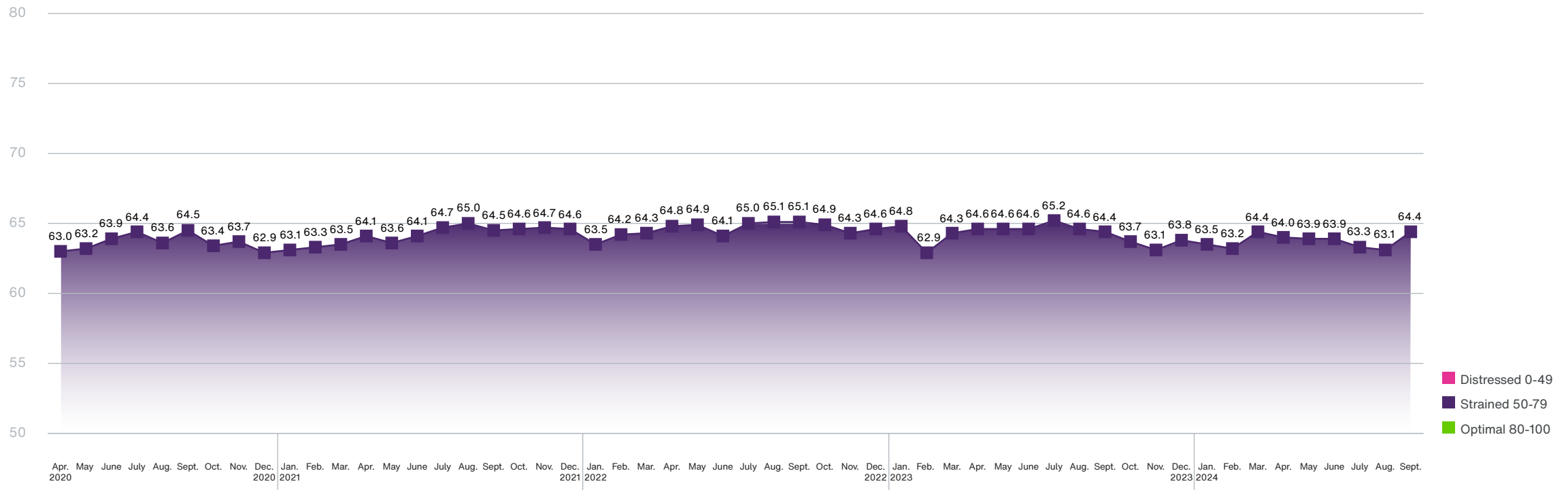
- 52 per cent report a positive experience with the healthcare system
- 22 per cent report a negative experience with the healthcare system; the mental health score of this group is nearly 13 points lower than workers reporting a positive experience and more than eight points lower than the national average
- Women are 40 per cent more likely than men to report a negative experience with the healthcare system

The Mental Health Index.

| MHI Current Month September 2024 | August 2024 |
|-------------------------------------|-------------|
| 64.4 | 63.1 |

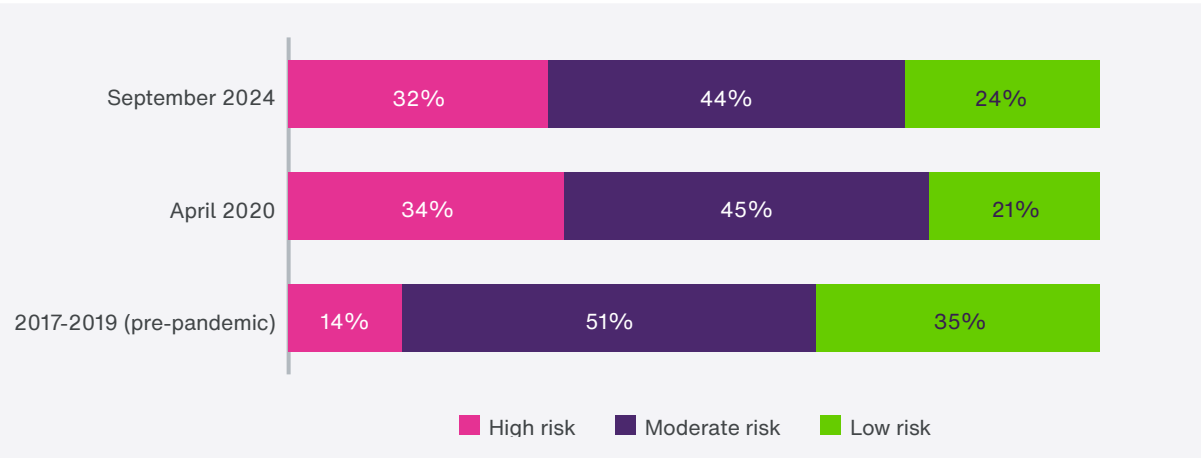
The overall Mental Health Index for September 2024 is 64.4.

Following five consecutive months of decline, the mental health of workers in Canada has improved 1.3 points in September.



Mental health risk.

In September 2024, 32 per cent of workers in Canada have a high mental health risk, 44 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 has decreased by two 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 (58.0). Isolation (60.6), depression (63.1), work productivity (63.7), optimism (66.0), and financial risk (68.5) follow. General psychological health (71.5) continues to be the most favourable mental health measure in September 2024.

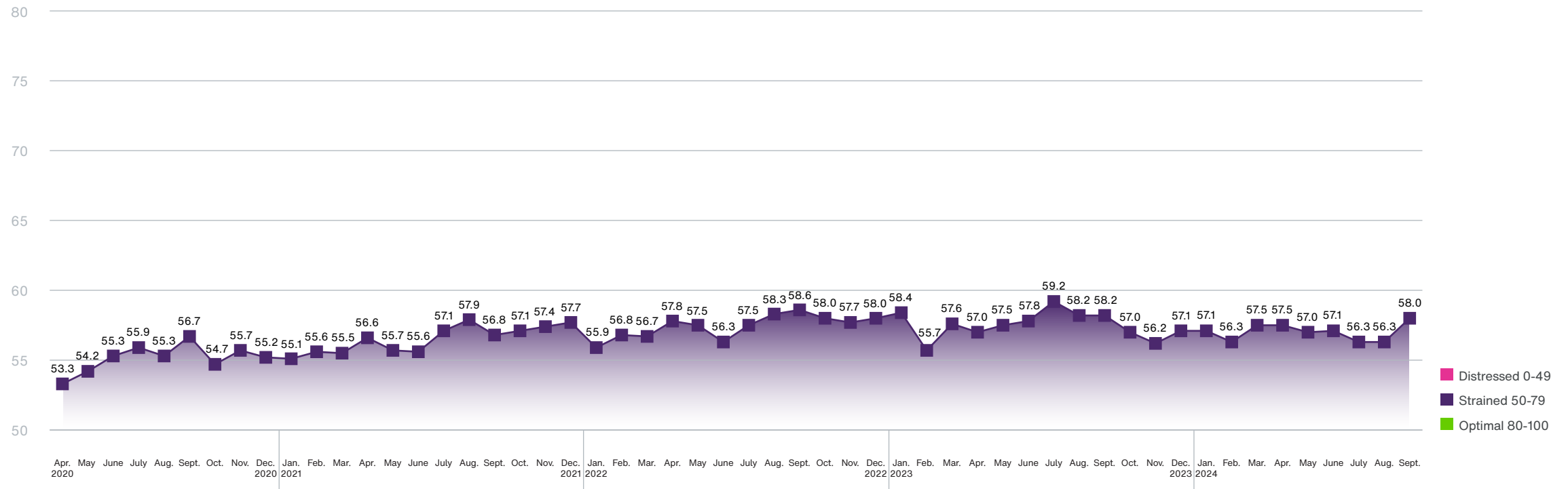
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores have improved from August
- The most significant improvement is in the work productivity sub-score, up 2.8 points from August

| Mental Health Index Sub-scores | September 2024 | August 2024 |
|--------------------------------|----------------|-------------|
| Anxiety | 58.0 | 56.3 |
| Isolation | 60.6 | 58.6 |
| Depression | 63.1 | 61.0 |
| Work productivity | 63.7 | 60.9 |
| Optimism | 66.0 | 65.8 |
| Financial risk | 68.5 | 66.5 |
| Psychological health | 71.5 | 71.2 |



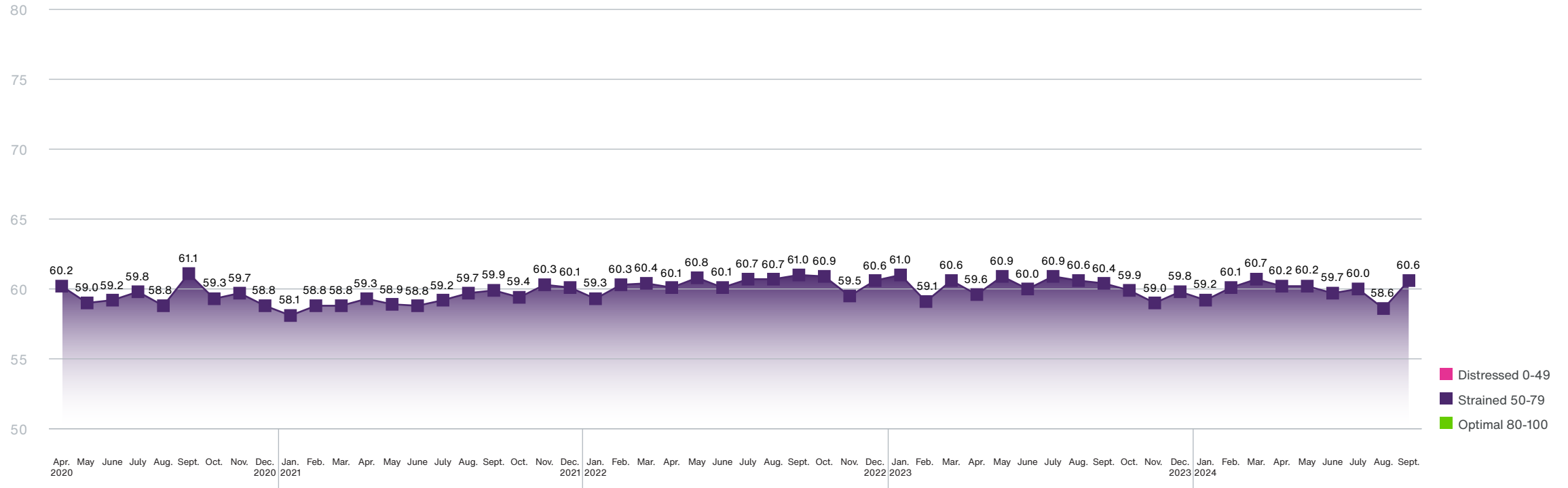
Anxiety

After peaking in July 2023, the anxiety sub-score experienced a general decline through August 2024. However, September 2024 marks a notable turnaround with a significant 1.7-point increase. Despite this improvement, the anxiety sub-score continues to be the lowest among all mental health sub-scores for more than two years.



Isolation

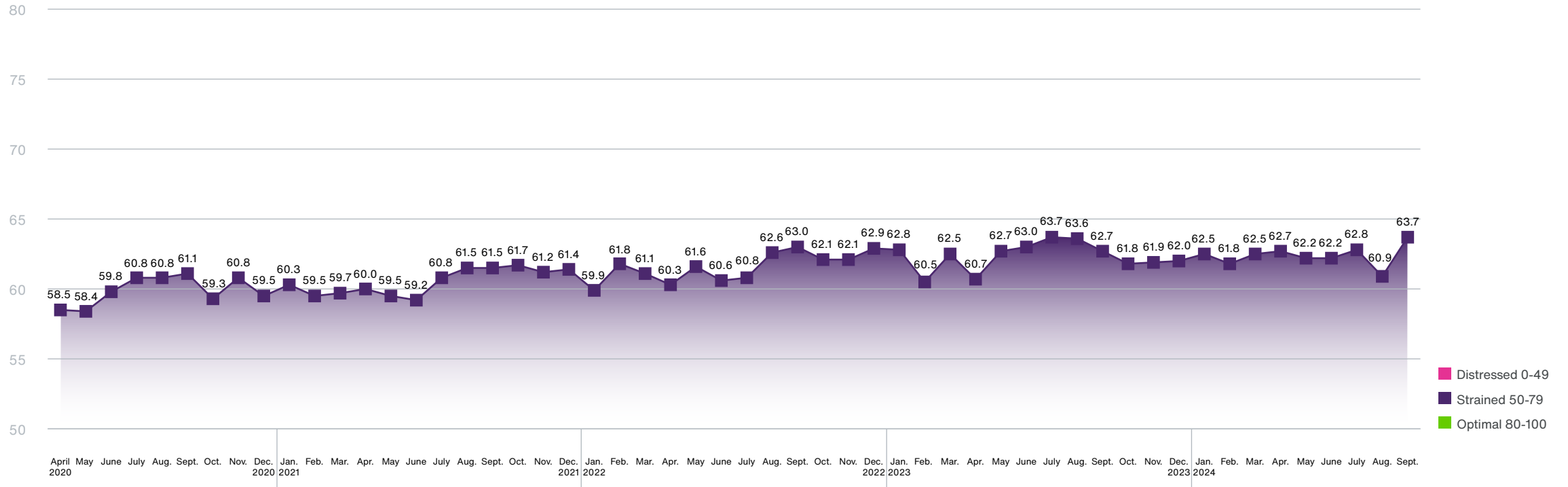
Since reaching its lowest point in January 2021, the isolation sub-score has gradually improved through September 2022, followed by a fluctuating period through March 2024. From March 2024 to August 2024, isolation scores declined sharply. However, in September 2024, the isolation sub-score has improved with a 2-point increase from the prior month. Despite this significant improvement, the isolation sub-score remains the second lowest mental health sub-score for more than two years.



Work productivity

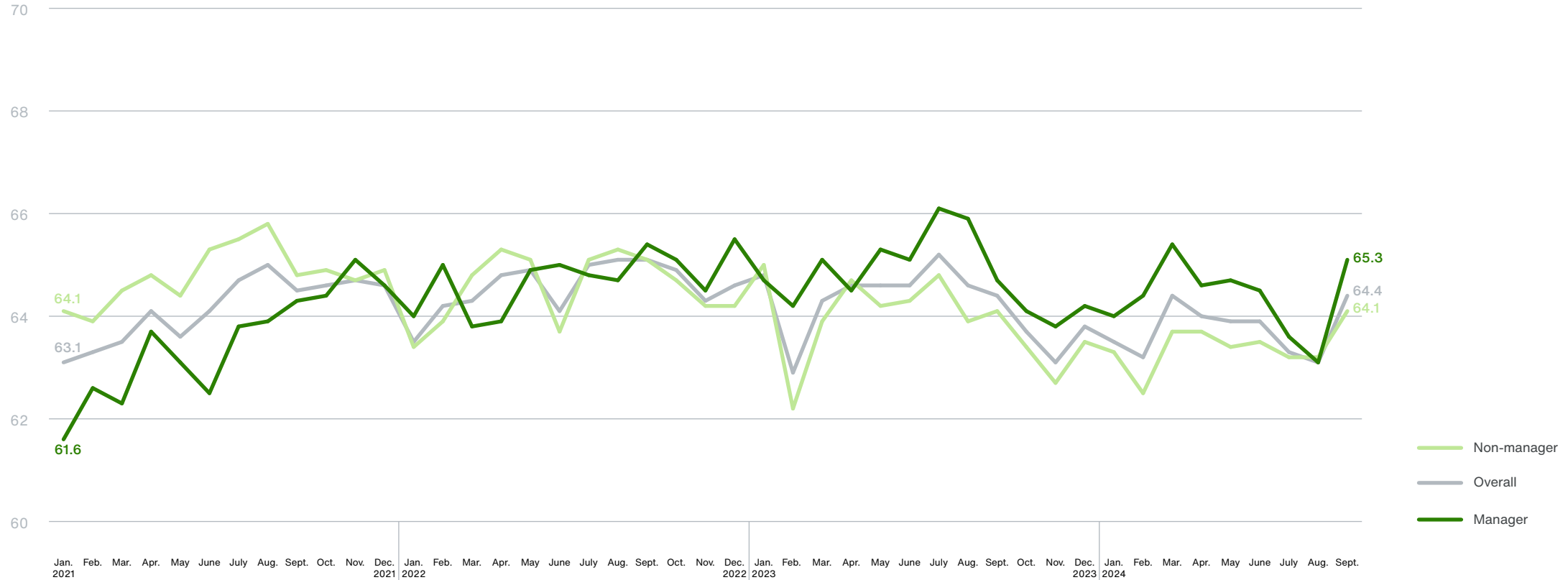
The work productivity sub-score measures the impact of mental health on work productivity and effects.

Overall, the impact of mental health on work productivity has shown general improvement, suggesting that the negative effects of mental health on work productivity have slowly decreased. After peaking in July 2023, the work productivity score declined through August 2024. In September 2024, the work productivity sub-score has improved by 2.8 points. This significant increase has returned the score to its peak not realised since July 2023.



Managers compared to non-managers.

From January to October 2021, managers in Canada had lower mental health scores than both non-managers and the Canadian average. Between November 2021 and January 2023, the mental health scores of managers and non-managers converged, showing similar levels. However, in February 2023, non-managers experienced a significant decline in their mental health, and since then, managers have had higher scores than non-managers. In September 2024, the mental health score of managers has improved significantly and continues to be 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 September 2024, the mental health score of women is 62.0 compared to 67.0 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 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 (65.8)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹, and seven per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (53.6), followed by workers reporting fewer hours than the last month (54.7), respondents not currently employed (62.5), and workers with no change to salary or hours (65.3)
- Labourers have a lower mental health score (62.7) than service industry (63.9) and office workers (65.4)
- Managers have a higher mental health score (65.3) than non-managers (64.1)
- Self-employed/sole proprietors have the highest mental health score (68.4)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (62.0)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (49.1) than the overall group (64.4). Workers with emergency savings have a mental health score of 69.9

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

The Mental Health Index by province.

In September 2024, the mental health score in Newfoundland and Labrador has declined, while scores in other provinces have improved or are unchanged compared to August 2024.

- With a significant 3.4-point decrease, Newfoundland and Labrador has the lowest mental health score (60.9) in September 2024
- The highest mental health score continues to be in Saskatchewan (68.4), unchanged from August 2024



| Province | September 2024 | August 2024 | Change |
|---------------------------|----------------|-------------|--------|
| Manitoba | 67.3 | 64.2 | 3.1 |
| Alberta | 63.1 | 61.4 | 1.7 |
| Quebec | 64.5 | 62.9 | 1.6 |
| The Maritimes | 62.0 | 60.5 | 1.5 |
| British Columbia | 64.7 | 63.2 | 1.5 |
| Ontario | 64.8 | 63.4 | 1.4 |
| Saskatchewan | 68.4 | 68.4 | 0.0 |
| Newfoundland and Labrador | 60.9 | 64.3 | -3.4 |

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 | Sept. 2024 | Aug. 2024 |
|---|------------|-----------|
| Employed (no change in hours/salary) | 65.3 | 64.0 |
| Employed (fewer hours compared to last month) | 54.7 | 54.9 |
| Employed (reduced salary compared to last month) | 53.6 | 52.0 |
| Not currently employed | 62.5 | 60.9 |

| Age group | Sept. 2024 | Aug. 2024 |
|-----------|------------|-----------|
| Age 20-29 | 52.3 | 54.1 |
| Age 30-39 | 58.2 | 57.6 |
| Age 40-49 | 62.5 | 59.3 |
| Age 50-59 | 65.5 | 65.4 |
| Age 60-69 | 72.3 | 72.5 |

| Number of children | Sept. 2024 | Aug. 2024 |
|--------------------------|------------|-----------|
| No children in household | 65.8 | 64.7 |
| 1 child | 60.7 | 59.7 |
| 2 children | 62.1 | 60.3 |
| 3 children or more | 62.7 | 58.7 |

| Gender | Sept. 2024 | Aug. 2024 |
|--------|------------|-----------|
| Men | 67.0 | 65.5 |
| Women | 62.0 | 60.5 |

| Household income/annum | Sept. 2024 | Aug. 2024 |
|------------------------|------------|-----------|
| <\$30K | 53.4 | 53.5 |
| \$30K to <\$60K | 59.0 | 59.2 |
| \$60K to <\$100K | 62.9 | 61.8 |
| \$100K to <\$150K | 67.5 | 65.8 |
| \$150K or more | 70.6 | 69.3 |

| Employer size | Sept. 2024 | Aug. 2024 |
|-------------------------------|------------|-----------|
| Self-employed/sole proprietor | 68.4 | 64.1 |
| 2-50 employees | 64.5 | 64.2 |
| 51-100 employees | 62.5 | 61.4 |
| 101-500 employees | 63.4 | 62.5 |
| 501-1,000 employees | 62.0 | 60.2 |
| 1,001-5,000 employees | 66.5 | 63.6 |
| 5,001-10,000 employees | 63.2 | 63.2 |
| More than 10,000 employees | 65.2 | 64.1 |

| Manager | Sept. 2024 | Aug. 2024 |
|-------------|------------|-----------|
| Manager | 65.3 | 63.1 |
| Non-manager | 64.1 | 63.2 |

| Work environment | Sept. 2024 | Aug. 2024 |
|------------------|------------|-----------|
| Labour | 62.7 | 61.0 |
| Office/desk | 65.4 | 64.2 |
| Service | 63.9 | 62.4 |

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

The Mental Health Index by industry.

Workers in Warehousing have the lowest mental health score (56.8), followed by workers in Administrative and Support services (59.7), and Arts, Entertainment and Recreation (59.9).

Workers in Accommodation (71.1), Public Administration (70.8), and Automotive Industry (70.4) have the highest mental health scores this month.



| Industry | September 2024 | August 2024 | Change |
|---|----------------|-------------|--------|
| Food Services | 65.8 | 57.2 | 8.6 |
| Accommodation | 71.1 | 66.0 | 5.1 |
| Public Administration | 70.8 | 66.9 | 3.9 |
| Management of Companies and Enterprises | 69.8 | 66.7 | 3.1 |
| Construction | 65.9 | 63.0 | 2.9 |
| Information and Cultural Industries | 64.3 | 61.5 | 2.8 |
| Finance and Insurance | 66.1 | 63.4 | 2.7 |
| Educational Services | 65.9 | 63.4 | 2.5 |
| Automotive Industry | 70.4 | 67.9 | 2.5 |
| Media and Telecommunications | 63.3 | 61.3 | 2.0 |
| Health Care and Social Assistance | 62.4 | 60.8 | 1.6 |
| Professional, Scientific and Technical Services | 69.5 | 68.2 | 1.3 |
| Agriculture, Forestry, Fishing and Hunting | 60.9 | 59.7 | 1.2 |
| Retail Trade | 63.7 | 62.6 | 1.1 |
| Utilities | 63.4 | 62.3 | 1.1 |
| Wholesale Trade | 64.1 | 63.3 | 0.8 |
| Other | 61.7 | 61.5 | 0.2 |
| Technology | 62.5 | 62.3 | 0.2 |
| Administrative and Support services | 59.7 | 59.6 | 0.1 |
| Manufacturing | 66.1 | 66.0 | 0.1 |
| Other services (except Public Administration) | 64.1 | 64.3 | -0.2 |
| Transportation | 64.8 | 65.7 | -0.9 |
| Arts, Entertainment and Recreation | 59.9 | 61.0 | -1.1 |
| Real Estate, Rental and Leasing | 62.4 | 64.0 | -1.6 |
| Warehousing | 56.8 | 58.5 | -1.7 |
| Mining, Quarrying, and Oil and Gas Extraction | 67.5 | 70.3 | -2.8 |

Spotlight

The relationship between MHI scores and productivity.

Productivity losses are calculated using an assessment of four key metrics:

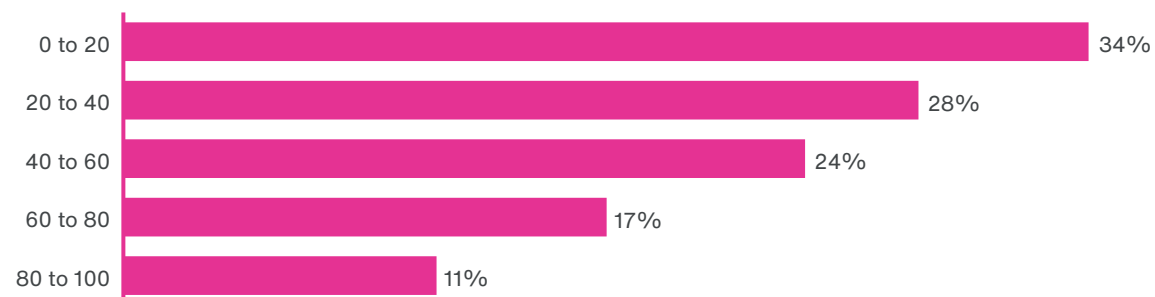
1. Work effort when feeling well
2. Absenteeism when feeling unwell
3. Instances of working when feeling unwell (commonly referred to as Presenteeism)
4. Work effort when feeling unwell

Productivity loss is reported as the number of workdays lost per year, based on a standard 240-day work year.

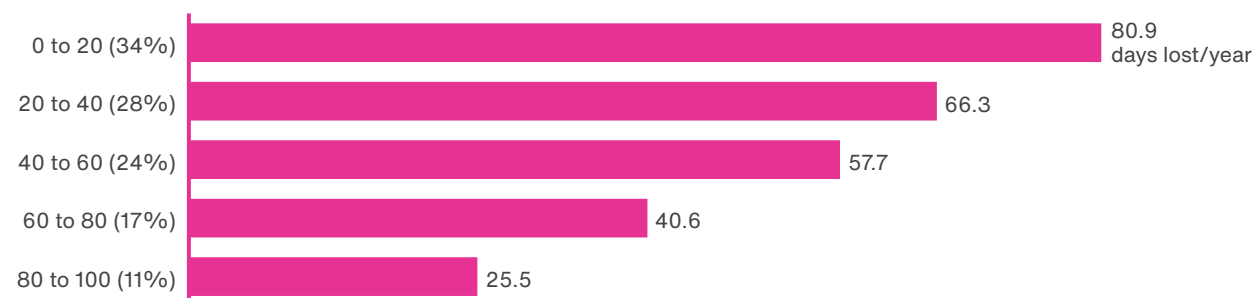
- Mental health scores are strongly correlated with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss
- More than one-quarter (27 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is at least three times the number of lost workdays as 24 per cent of workers with a mental health score of 80 or higher



Productivity loss by MHI score



Productivity loss in working days per year by MHI score



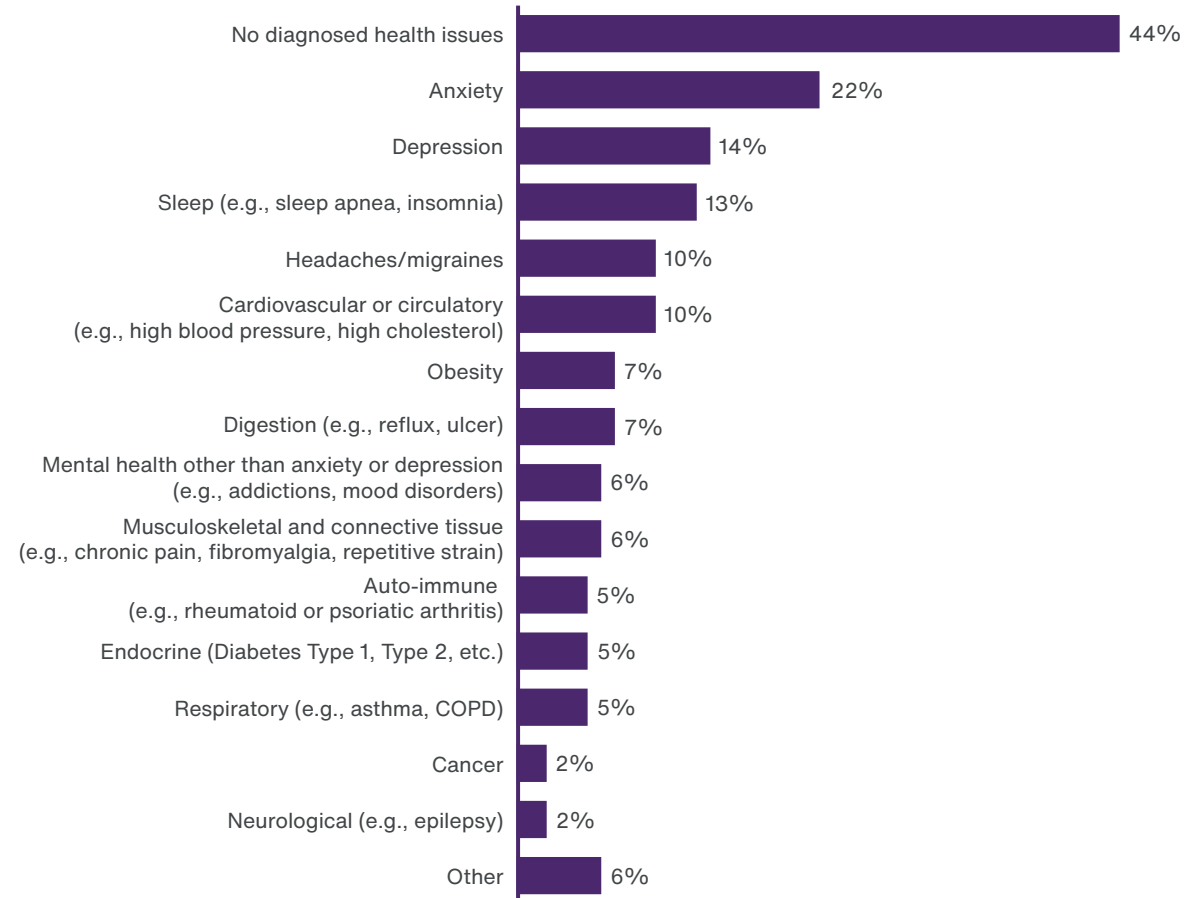
The impact of health conditions on MHI scores and productivity.

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- More than one in five (22 per cent) workers report an anxiety diagnosis, 14 per cent report a depression diagnosis, and 13 per cent report a diagnosed sleep disorder
- Nearly half (44 per cent) did not report any diagnoses; this group has the highest mental health score (71.6), more than seven points higher than the national average (64.4)



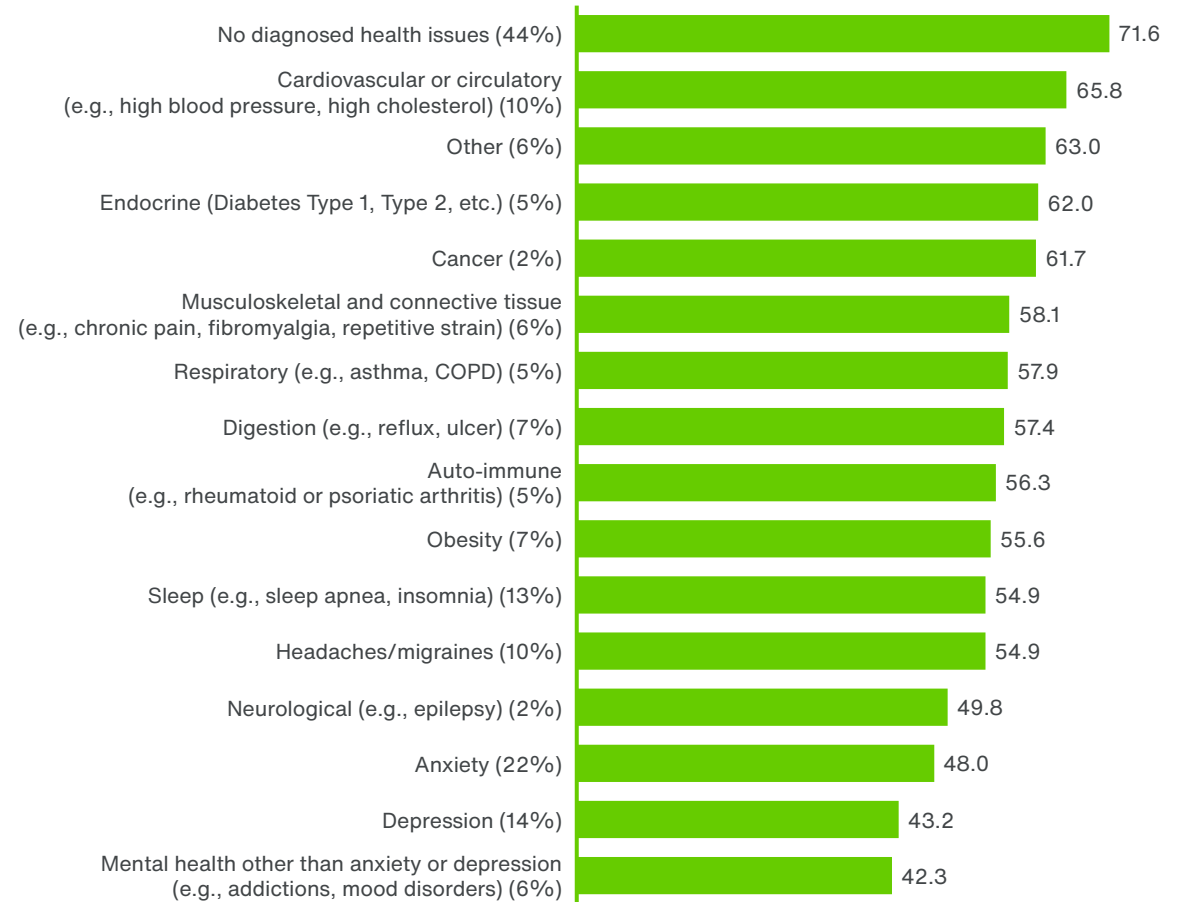
Diagnosed health conditions



- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Workers without emergency savings are more than twice as likely to report being diagnosed with anxiety and three times more likely to report being diagnosed with depression
- Women are 40 per cent more likely than men to report being diagnosed with anxiety

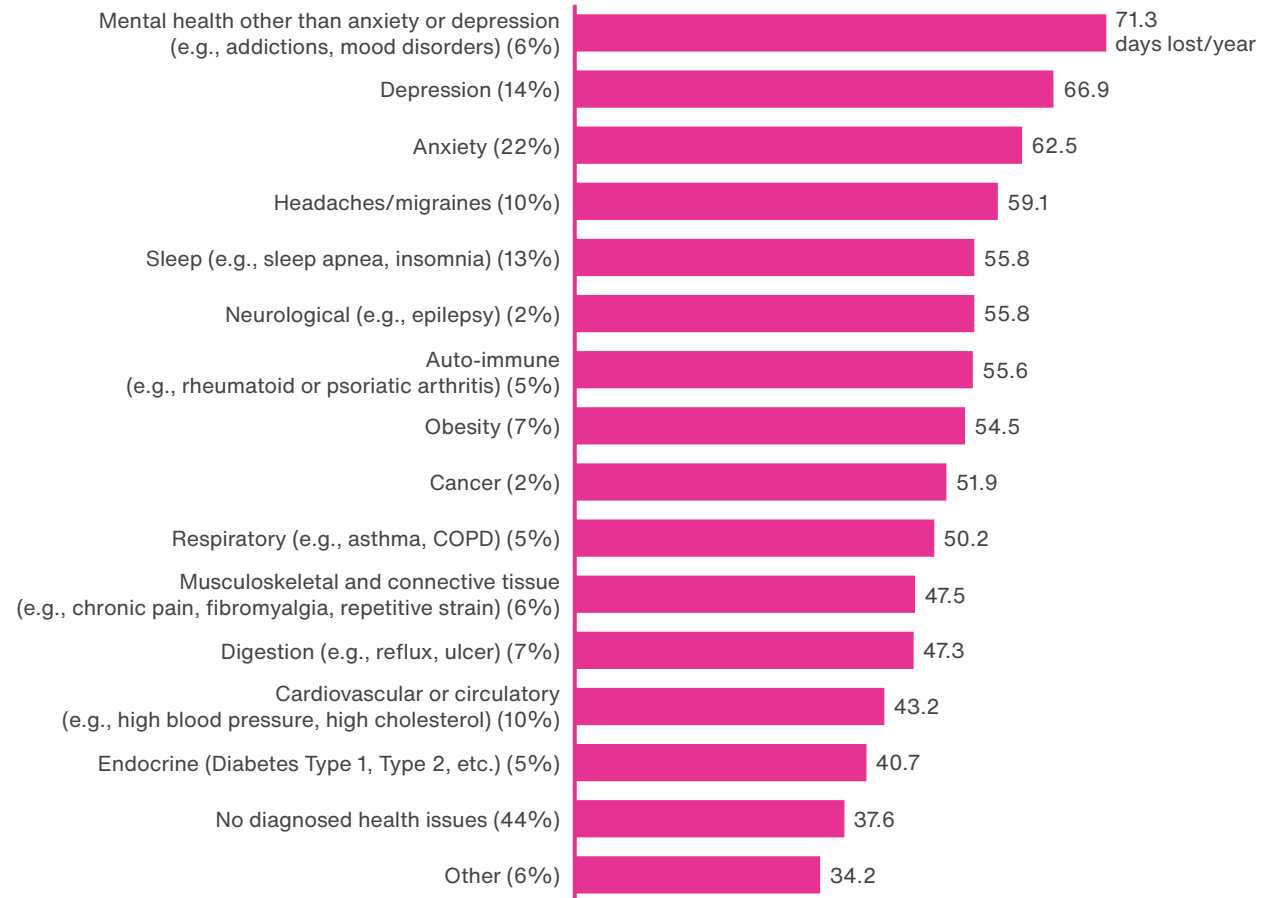


MHI score by “Diagnosed health conditions”



- Workers diagnosed with a mental health condition other than anxiety or depression experience the most significant productivity loss (71.3 working days per year) and have the lowest mental health score (42.3), more than 29 points lower than workers with no diagnosed health conditions (71.6) and 22 points lower than the national average (64.4)
- Workers diagnosed with depression lose 66.9 working days of productivity per year and have a mental health score (43.2) more than 28 points lower than workers with no diagnosed health conditions (71.6) and more than 21 points lower than the national average (64.4)
- Workers diagnosed with anxiety lose 62.5 working days of productivity per year and have a mental health score (48.0) nearly 24 points lower than workers with no diagnosed health conditions (71.6) and more than 16 points lower than the national average (64.4)

Productivity loss (in working days/year) by “Diagnosed health conditions”



Dietary habits

Fewer than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health of workers reporting unhealthy eating is 21 points lower than workers reporting healthy eating.

- Nearly half (49 per cent) of workers report a very healthy or somewhat healthy diet; this group has the highest mental health score (70.3), nearly six points higher than the national average (64.4)
- The lowest mental health score (48.8) is among 10 per cent of workers reporting an unhealthy diet, more than 21 points lower than workers reporting a healthy diet (70.3) and nearly 16 points lower than the national average (64.4)
- Workers without emergency savings are twice as likely as workers with emergency savings to report an unhealthy diet
- Workers under 40 are 60 per cent more likely than workers over 50 to report an unhealthy diet



How would you describe your overall diet?



MHI score by “How would you describe your overall diet?”



Workers with emergency savings are 60 per cent more likely to maintain a balanced diet than those without.

- Nearly one-third (32 per cent) of workers generally follow a balanced diet with no specific exclusions; this group has the highest mental health score (69.3) nearly five points higher than the national average (64.4)
- Workers with emergency savings are 60 per cent more likely than workers without emergency savings to follow a balanced diet
- One in five (21 per cent) report specific dietary preferences/restrictions; this group has the lowest mental health score (60.8), nearly nine points lower than workers following a balanced diet with no specific exclusions (69.3) and nearly four points lower than the national average (64.4)

Do you follow any specific dietary preferences or restrictions?



MHI score by “Do you follow any specific dietary preferences or restrictions?”

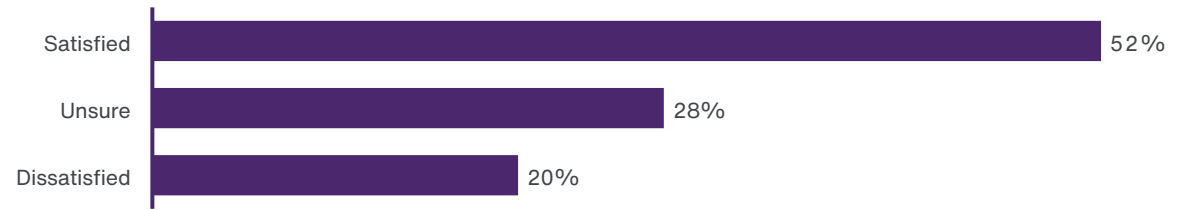


Physical wellbeing

Workers dissatisfied with their physical health have a mental health score 22 points lower than satisfied workers and lose an additional 21 working days in productivity annually compared to satisfied workers.

- More than half (52 per cent) of workers are satisfied with their physical health; this group has the highest mental health score (72.1), nearly eight points higher than the national average (64.4)
- One in five (20 per cent) are dissatisfied with their physical health; this group has the lowest mental health score (50.1), 22 points lower than workers who are satisfied with their physical health (72.1) and more than 14 points lower than the national average (64.4)
- Workers who are satisfied with their physical health have a productivity loss of 38.0 working days per year compared to 59.4 working days per year among workers who are dissatisfied with their physical health
- Workers without emergency savings are 60 per cent more likely than workers with emergency savings to be dissatisfied with their physical health

How satisfied are you with your current physical health?



MHI score by “How satisfied are you with your current physical health?”



Productivity loss (in working days/year) by “How satisfied are you with your current physical health?”



Workers who never engage in physical activity have a mental health score more than 11 points lower than workers who often engage and lose nearly 10 additional working days in productivity annually.

- More than half (55 per cent) of workers sometimes engage in physical activity; the mental health score of this group (61.7) is nearly three points lower than the national average (64.4)
- More than one-third (36 per cent) often engage in physical activity; this group has the highest mental health score (69.9), five points higher than the national average (64.4)
- Workers who often engage in physical activity have a productivity loss of 38.3 working days per year compared to at least 48.9 working days per year among workers who engage sometimes or not at all
- The lowest mental health score (58.6) is among nine per cent of workers who do not engage in physical activity, more than 11 points lower than workers who often engage (69.9) and nearly six points lower than the national average (64.4)

Do you engage in physical activity?



MHI score by “Do you engage in physical activity?”



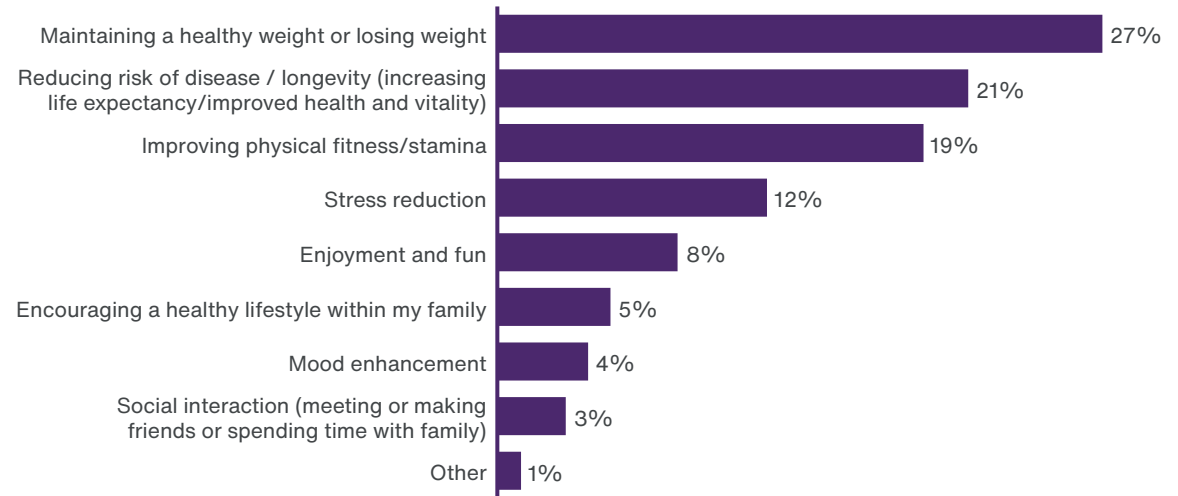
Productivity loss (in working days/year) by “Do you engage in physical activity?”



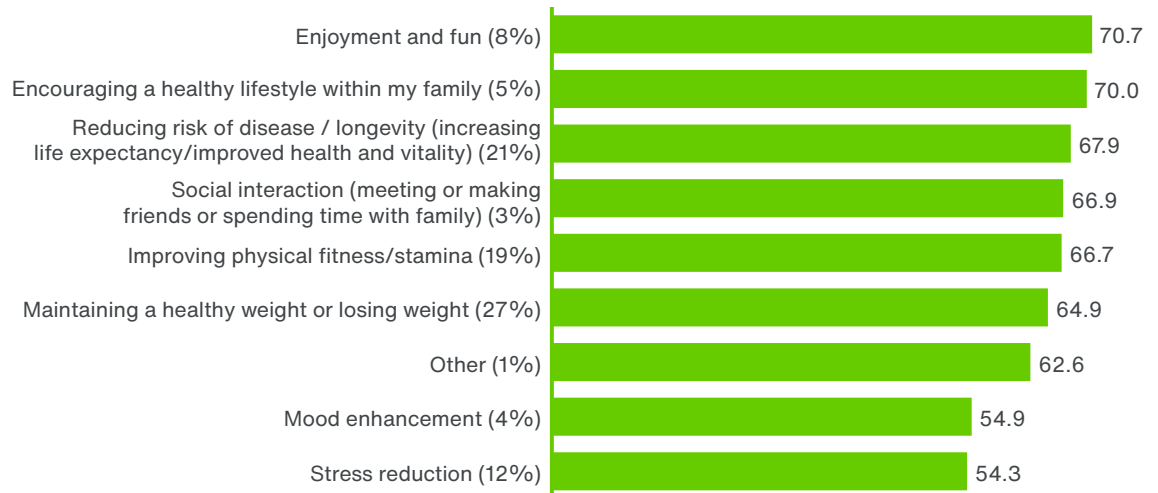
Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the primary motivators for participating in physical activity.

- More than one-quarter (27 per cent) of workers report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work, 21 per cent report reducing the risk of disease/longevity is their biggest motivator, 19 per cent report improving physical fitness/stamina, 12 per cent report stress reduction, and eight per cent report enjoyment and fun as their biggest motivator
- The lowest mental health score (54.3) is among 12 per cent of workers reporting stress reduction as their biggest motivator for participating in physical activity, 10 points lower than the national average (64.4)
- Workers under 40 are 60 per cent more likely than workers over 50 to report stress reduction as their biggest motivator for participating in physical activity

What is your biggest motivator for participating in physical activity outside of work?



MHI score by “What is your biggest motivator for participating in physical activity outside of work?”

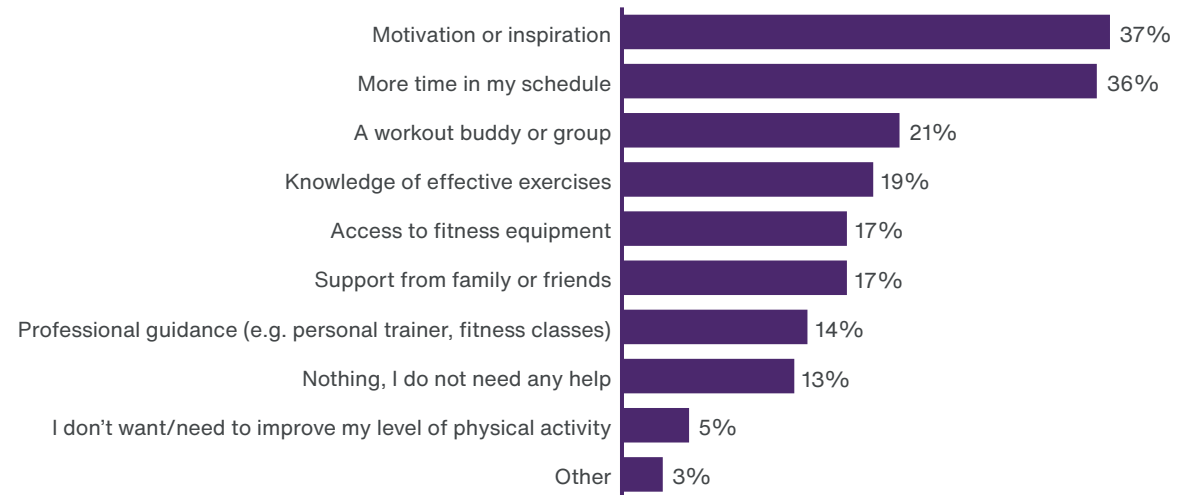


Motivation/inspiration and more time are the leading factors workers believe would help to improve their physical activity.

- Nearly two in five (37 per cent) workers say that motivation or inspiration would help improve their physical activity, 36 per cent say that more time in their schedule would help, 21 per cent say a workout buddy or group would help, 19 per cent say that knowledge of effective exercises would help, 17 per cent say that access to fitness equipment would help, and 17 per cent say that support from family and friends would help improve their physical activity
- Nearly one in seven (13 per cent) do not need help improving their physical activity; this group has the highest mental health score (73.5) more than nine points higher than the national average (64.4)



What would help you improve your level of physical activity?



- The lowest mental health score (59.3) is among 37 per cent of workers who say that motivation or inspiration would help improve their physical activity, more than five points lower than the national average (64.4)
- Workers under 40 are 80 per cent more likely than workers over 50 to say that support from family or friends would help improve their physical activity
- Parents are 60 per cent more likely than non-parents to say that support from family or friends would help improve their physical activity
- Workers over 50 are more than twice as likely as workers under 40 to report not needing help improving their physical activity
- Non-parents are twice as likely as parents to report not needing help improving their physical activity



MHI score by “What would help you improve your level of physical activity?”



More than one in five workers spend more than seven hours sitting or inactive. Mental health scores decline, and productivity losses increase as the number of hours spent sitting or inactive increases.

- The lowest mental health score (60.6) is among 21 per cent of workers who spend more than seven hours per day sitting or being inactive; this score is six points lower than workers who spend five or fewer hours per day sitting or being inactive and nearly four points lower than the national average (64.4)
- Productivity losses increase as the number of hours spent sitting or being inactive increases. Workers who spend less than one hour per day sitting or being inactive have a productivity loss of 41.8 days per year compared to a productivity loss of 48.3 working days per year among workers who spend more than seven hours per day sitting or being inactive



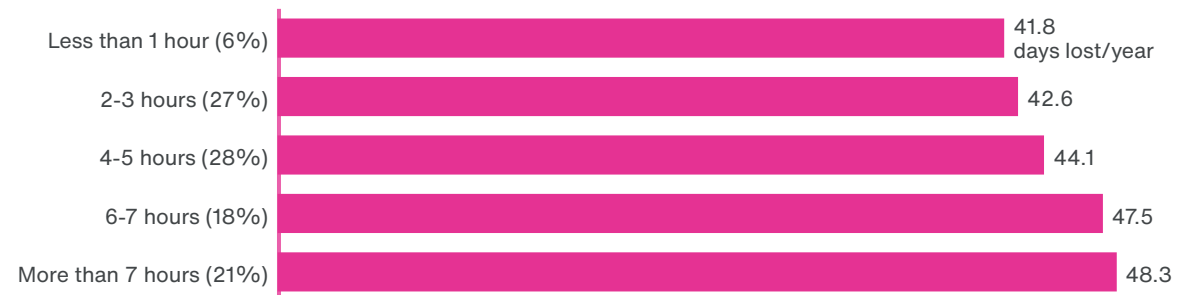
On average, how many hours per day do you spend sitting or being inactive?



MHI score by “On average, how many hours per day do you spend sitting or being inactive?”



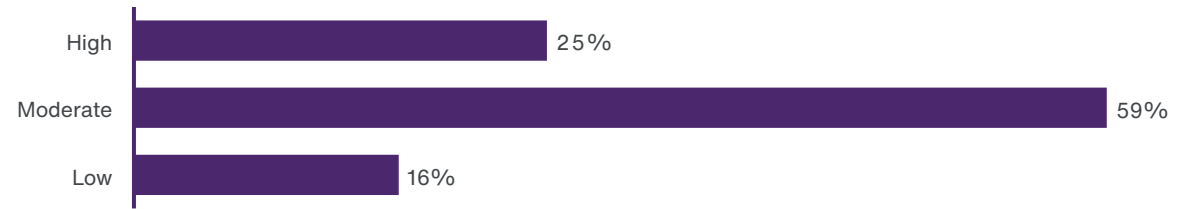
Productivity loss (in working days/year) by “On average, how many hours per day do you spend sitting or being inactive?”



Workers reporting low energy lose an additional 28 days in productivity annually compared to workers reporting high energy.

- One-quarter (25 per cent) of workers rate their energy level as high on a typical day; this group has the highest mental health score (76.6), more than 12 points higher than the national average (64.4)
- Managers are nearly 50 per cent more likely than non-managers to report having high energy on a typical day
- The lowest mental health score (46.0) is among 16 per cent of workers who rate their energy level as low, more than 30 points lower than workers who rate their energy level as high (76.6) and more than 18 points lower than the national average (64.4)
- Workers reporting high energy have a productivity loss of 30.7 working days per year compared to a productivity loss of 68.7 working days per year among workers reporting low energy
- Women are 60 per cent more likely than men to report low energy levels on a typical day

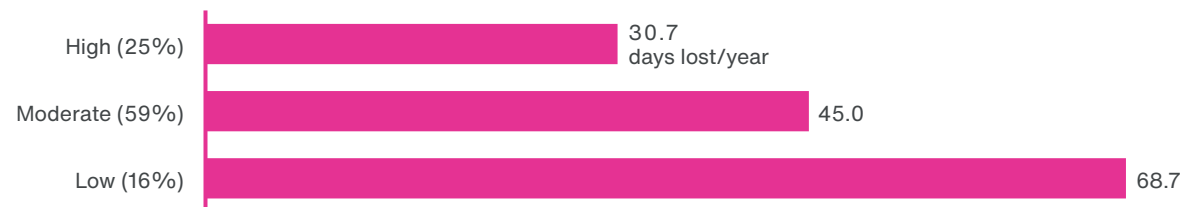
How would you rate your energy level on a typical day?



MHI score by “How would you rate your energy level on a typical day?”



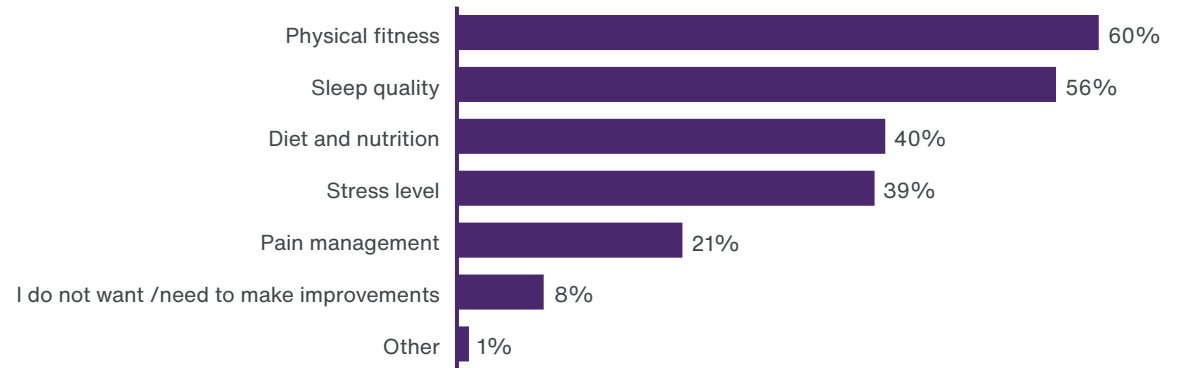
Productivity loss by “How would you rate your energy level on a typical day?”



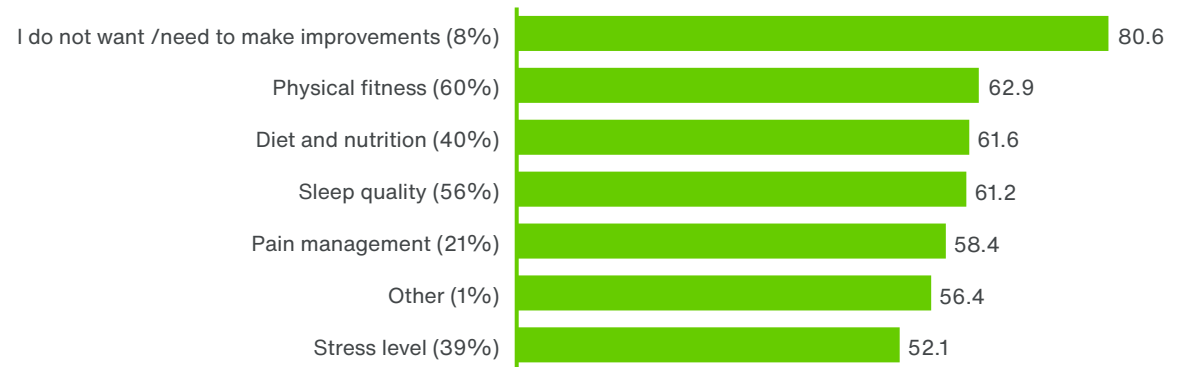
Physical fitness and sleep quality are top priorities for self-improvement. Younger workers (under 40) and workers without financial security are more likely to want to manage stress better.

- Three in five (60 per cent) workers want to improve their physical fitness, 56 per cent want to improve their sleep quality, 40 per cent want to improve their diet and nutrition, 39 per cent want to improve their stress level, and 21 per cent want to improve pain management
- The lowest mental health score (52.1) is among 39 per cent of workers who want to improve their stress level, more than 28 points lower than workers who report not wanting to or needing to make improvements (80.6), and more than 12 points lower than the national average (64.4)
- Workers without emergency savings are nearly twice as likely as workers with emergency savings to report wanting to improve their stress level
- Workers under 40 are 60 per cent more likely than workers over 50 to report wanting to improve their stress level
- Workers over 50 are 60 per cent more likely than workers under 40 to report wanting to improve pain management
- Workers over 50 are twice as likely as workers under 40 to report not wanting to or needing to make improvements

Which of the following do you want to improve?



MHI score by “Which of the following do you want to improve?”



Pinpointing the drivers of feeling unwell.

More than three in five (62 per cent) workers report feeling unwell at work at least some of the time with 39 per cent feeling mentally unwell more often and 27 per cent feeling physically unwell more often.

- Nearly two in five (39 per cent) workers report feeling mentally unwell more often; this group has the lowest mental health score (49.6), nearly 15 points lower than the national average (64.4) and nearly 13 points lower than workers who report feeling physically unwell more often (62.2)
- Workers under 40 are 40 per cent more likely than workers over 50 to feel mentally unwell more often
- More than one-third (34 per cent) report feeling mentally and physically unwell in nearly equal proportions, and 27 per cent report feeling physically unwell more often



Are you more often mentally or physically unwell?



MHI score by “Are you more often mentally or physically unwell?”

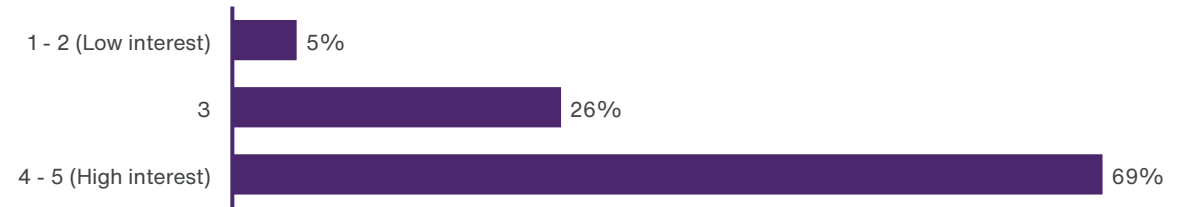


Improving health and wellbeing.

Workers reporting low interest in improving their health and wellbeing lose nearly three more weeks of productivity annually (14 working days) than workers reporting high interest in improving their health and wellbeing.

- Nearly seven in ten (69 per cent) workers report high interest (rating of 4 or 5) in improving their health and wellbeing; this group has the highest mental health score (67.3), nearly three points higher than the national average (64.4)
- Five per cent report low interest (rating of 1 or 2) in improving their health and wellbeing; this group has the lowest mental health score (48.6), nearly 19 points lower than workers reporting high interest (rating of 4 or 5) (67.3) and nearly 16 points lower than the national average (64.4)
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 41.8 working days per year compared to 55.8 working days per year among workers reporting a low interest in improving their health and wellbeing
- Workers without emergency savings are more than twice as likely as workers with emergency savings to report low interest in improving their health and wellbeing

How would you rate your overall interest in improving your health and wellbeing?



MHI score by “How would you rate your overall interest in improving your health and wellbeing?”



Productivity loss (in working days/year) by “How would you rate your overall interest in improving your health and wellbeing?”

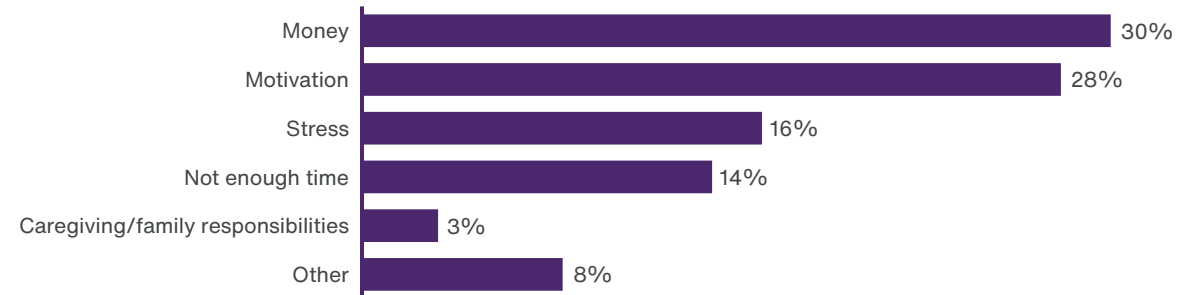


Younger workers (under 40), people leaders, and men report a lack of time as the primary obstacle to improving their health and wellbeing.

- Nearly one-third (30 per cent) of workers say money is the primary reason for low interest in improving their health and wellbeing, 28 per cent say lack of motivation is the reason, 16 per cent say stress is the reason for low interest and 14 per cent say they do not have enough time to improve their health and wellbeing
- Workers under 40 are 70 per cent more likely than workers over 50 to report not having enough time to improve their health and wellbeing
- Managers are 50 per cent more likely than non-managers to report not having enough time to improve their health and wellbeing
- Men are 50 per cent more likely than women to report not having enough time to improve their health and wellbeing
- Workers without emergency savings are three times more likely than workers with emergency savings to say stress is the primary reason for low interest in improving their health and wellbeing



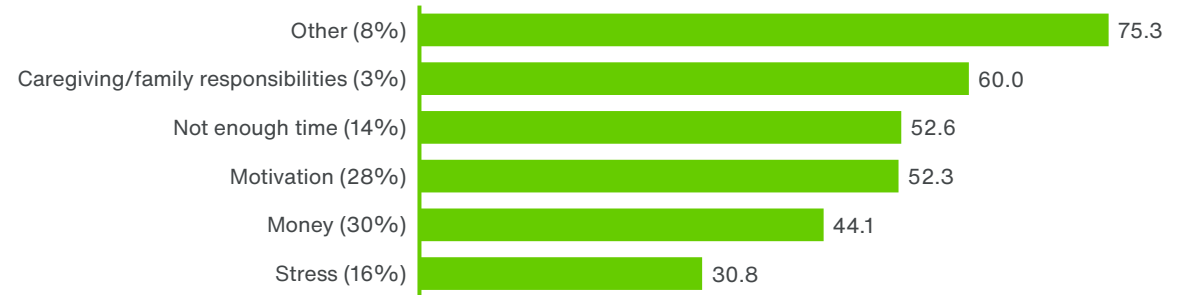
Why is your interest in improving your health and wellbeing low?



- The lowest mental health score (30.8) is among 16 per cent of workers who say they have low interest in improving their health and wellbeing due to stress; the mental health score of this group is more than 33 points lower than the national average (64.4)
- Workers over 50 are 80 per cent more likely than workers under 40 to say stress is the primary reason for low interest in improving their health and wellbeing
- Workers with an annual household income lower than \$100,000 are 70 per cent more likely than workers with an annual household income greater than \$100,000 to say stress is the primary reason for low interest in improving their health and wellbeing



MHI score by “Why is your interest in improving your health and wellbeing low?”

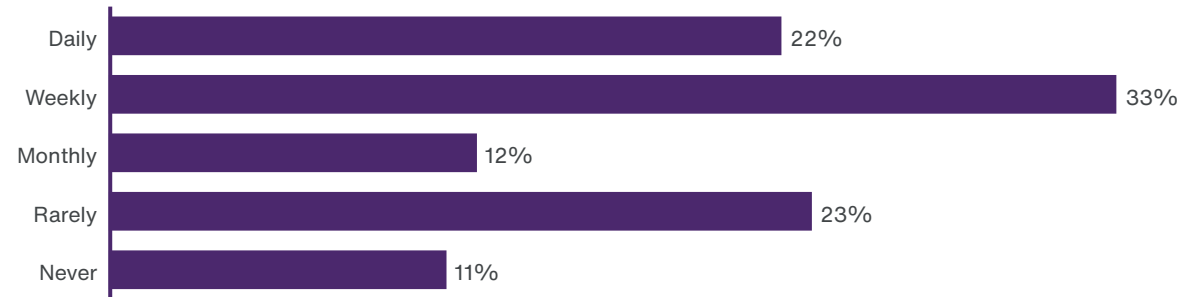


Workers who engage in daily activities/practices promoting mental wellbeing have higher mental health scores compared to those who only participate weekly or less often.

- More than one in five (22 per cent) workers participate in daily activities/practices that promote mental wellbeing; this group has the highest mental health score (71.0), nearly seven points higher than the national average (64.4)
- Workers over 50 are 50 per cent more likely than workers under 40 to participate in daily activities/practices that promote mental wellbeing
- The lowest mental health score (59.3) is among 23 per cent of workers who rarely participate in activities/practices that promote mental wellbeing, nearly 12 points lower than workers who participate daily (71.0) and five points lower than the national average (64.4)



How often do you participate in activities or practices that promote mental wellbeing?



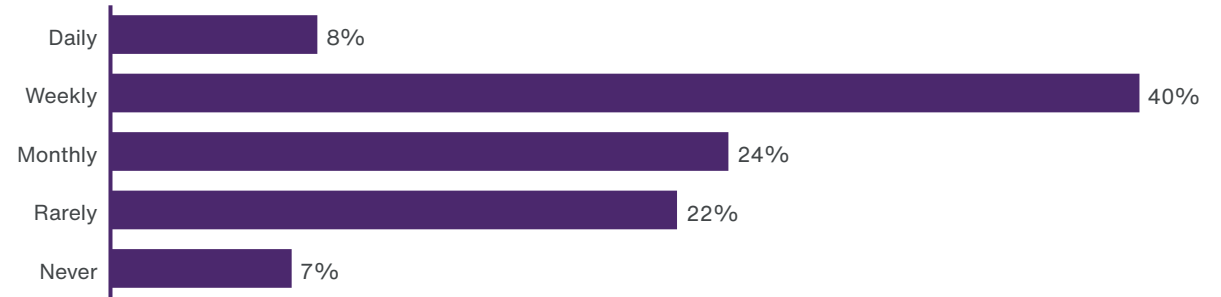
MHI score by “How often do you participate in activities or practices that promote mental wellbeing?”



Fewer than one in 10 workers engage in daily activities that promote social wellbeing, with non-managers nearly twice as likely to report never participating in social activities.

- Fewer than one in ten (eight per cent) workers participate in daily activities that promote social wellbeing, yet this group has the highest mental health score (71.9), nearly eight points higher than the national average (64.4)
- Men are 50 per cent more likely than women to participate in daily activities/practices that promote social wellbeing
- The lowest mental health score (53.8) is among seven per cent of workers who do not participate in activities that promote social wellbeing, 18 points lower than workers who participate daily (71.9) and nearly 11 points lower than the national average (64.4)
- Non-managers are nearly twice as likely as managers to report never participating in activities/practices that promote social wellbeing

How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?



MHI score by “How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?”

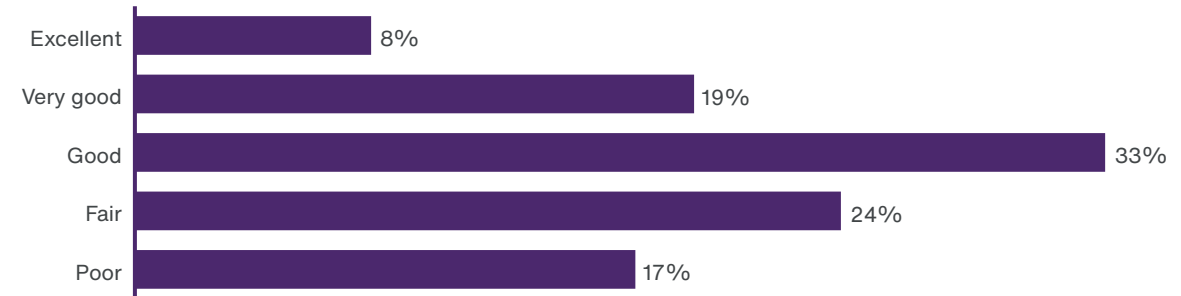


Employer support for wellbeing.

Workers rating poor employer support for their physical wellbeing have a mental health score 22 points lower than workers reporting excellent support and lose an additional 22 working days in productivity annually.

- More than one-quarter (27 per cent) of workers rate employer support for physical wellbeing as very good/excellent; this group has the highest mental health scores (72.1 and 76.1 respectively), at least seven points higher than the national average (64.4)
- The lowest mental health score (53.9) is among 17 per cent of workers rating employer support for physical wellbeing as poor, at least 18 points lower than workers rating support as very good/excellent and more than 10 points lower than the national average (64.4)
- Productivity losses increase as the employer's rating for support declines; workers rating employer support for physical wellbeing as excellent lose 30.8 working days per year in productivity compared to 52.8 working days per year in productivity loss among workers rating employer support as poor

How would you rate the support provided by your employer for your physical wellbeing?



MHI score by “How would you rate the support provided by your employer for your physical wellbeing?”



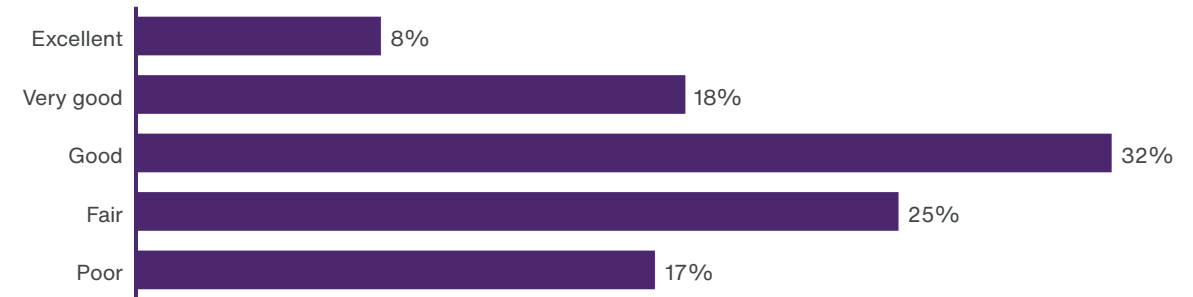
Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your physical wellbeing?”



Workers rating poor employer support for their mental wellbeing have a mental health score 27 points lower than workers reporting excellent support and lose an additional 28 working days in productivity annually.

- More than one-quarter (26 per cent) of workers rate employer support for mental wellbeing as very good/excellent; this group has the highest mental health scores (73.6 and 79.5 respectively), at least nine points higher than the national average (64.4)
- The lowest mental health score (52.5) is among 17 per cent of workers rating employer support as poor, at least 21 points lower than workers rating support as very good/excellent and nearly 12 points lower than the national average (64.4)
- Productivity losses increase as the employer’s rating for support declines; workers rating employer support for mental wellbeing as excellent lose 27.0 working days per year in productivity compared to 54.9 working days per year in productivity loss among workers rating employer support as poor

How would you rate the support provided by your employer for your mental wellbeing?



MHI score by “How would you rate the support provided by your employer for your mental wellbeing?”



Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your mental wellbeing?”

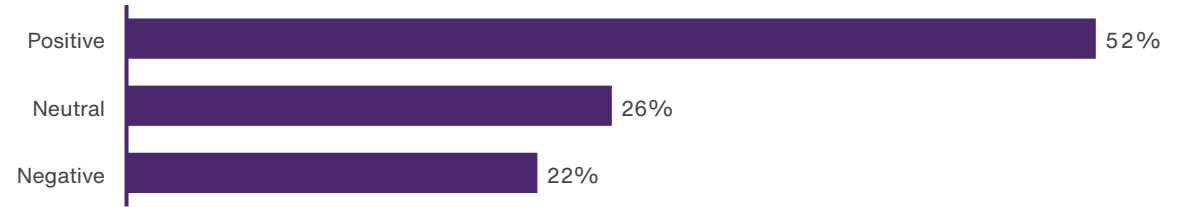


Experience with healthcare.

More than one in five (22 per cent) workers report a negative experience with the Canadian healthcare system, with women bearing a disproportionately higher rate of negative encounters compared to men.

- Just over half (52 per cent) of workers report a positive experience with the healthcare system; this group has the highest mental health score (69.2), nearly five points higher than the national average (64.4)
- More than one in five (22 per cent) report a negative experience with the healthcare system; this group has the lowest mental health score (56.3), nearly 13 points lower than workers reporting a positive experience (69.2) and more than eight points lower than the national average (64.4)
- Women are 40 per cent more likely than men to report a negative experience with the healthcare system

In general, how would you rate your experience with the healthcare system?



MHI score by “In general, how would you rate your experience with the healthcare system?”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. Increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

The Mental Health Index report has two parts:

1. The overall Mental Health Index (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 3,000 people who live in Canada and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in Canada. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between September 13 and September 30, 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.

Contact MHI@telushealth.com





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